JANE DOE

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PROFESSIONAL SUMMARY

Operations professional with 7 years improving service workflows, reporting, customer communication, and cross-functional execution. Known for turning ambiguous processes into clear systems, reducing follow-up friction, and helping teams make decisions with reliable data.

SKILLS

Operations: process improvement, documentation, reporting, stakeholder coordination, team workflows
Tools: Excel, CRM-style systems, dashboards, PowerPoint, knowledge bases
Strengths: customer communication, issue resolution, training, prioritization, team leadership

EXPERIENCE

Business Services Company
Operations Lead Jan 2021 - Present

- Redesigned intake and routing process for 3 service lines, reducing average handoff time from 2.1 days to 0.8 days.
- Built weekly leadership dashboard covering volume, backlog, SLA risk, and customer issue themes across 14 team members.
- Trained 8 new hires on workflow standards, documentation quality, and escalation paths, improving first-month readiness.

Customer Services Company
Operations Specialist Jun 2017 - Dec 2020

- Managed customer records, status updates, and internal follow-up for high-volume service requests while maintaining quality and response timelines.
- Identified recurring documentation gaps and created templates that reduced missing-information follow-ups by 24%.
- Coordinated escalation notes between support, billing, and field teams so repeat issues had clear owners and due dates.

EDUCATION

Public University, Bachelor of Arts in Business Administration May 2017