JANE DOE

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PROFESSIONAL SUMMARY

Operations and customer programs professional returning to full-time work after a planned caregiving break. Brings 8 years of experience in process improvement, customer communication, reporting, and cross-functional coordination, with recent training in CRM workflows and analytics refreshers.

SKILLS

Operations: process improvement, project coordination, documentation, stakeholder updates, reporting
Customer Programs: onboarding, issue tracking, customer communication, service recovery
Tools: Excel, CRM workflows, dashboard basics, PowerPoint, knowledge base documentation

RECENT PROJECTS & TRAINING

Volunteer Operations Project

- Redesigned intake tracker for a community organization, clarifying owner, status, and follow-up dates for 300+ annual requests.

Professional Refresher Coursework

- Completed CRM workflow, Excel reporting, and project management refreshers focused on modern SaaS operations.

Part-Time Consulting Support

- Helped a local services team clean customer lists, rebuild follow-up templates, and document renewal outreach steps before seasonal launch.

EXPERIENCE

Customer Operations Company

Operations Manager Mar 2015 - Jun 2021

- Managed 9-person support operations team handling 4,000 monthly requests across email, phone, and web channels.
- Reduced repeat support contacts by 21% by identifying root causes, updating knowledge base content, and partnering with product on account setup improvements.
- Built weekly service dashboard covering backlog, SLA performance, top issues, and staffing recommendations for leadership review.

CAREER BREAK

Planned caregiving break

Jul 2021 - Dec 2025

EDUCATION

Public University, Bachelor of Arts in Communication

May 2014