

IDENTITY

Jordan Avery

jordan.avery@example.test | +1 202 555 0147 | Example City, EX | https://portfolio.example.test/jordan-avery

ROLE

PRODUCT OPERATIONS SPECIALIST

SUMMARY

Product operations specialist with seven years of experience improving support workflows, release readiness, and cross-functional delivery for fictional software teams.

EXPERIENCE

Senior Product Operations Specialist

Northstar Works | 2022 - Present

- Redesigned a fictional release-intake process and reduced median handoff time by 42% across twelve product teams.
- Automated weekly quality checks, saving 18 hours of repetitive review work each month.
- Built a shared launch scorecard used by 64 fictional stakeholders across product, support, and engineering.

Product Operations Analyst

Harborline Systems | 2019 - 2022

- Mapped 27 support journeys and helped a fictional service team reduce avoidable escalations by 31%.
- Coordinated nine quarterly releases while maintaining a 96% on-time readiness rate.
- Created onboarding guides that shortened fictional analyst ramp-up time from six weeks to four.

EDUCATION

EDUCATION

BSc, Information Systems - Lakeview State University - 2015 - 2019

SKILLS

SKILLS

Process design, release operations, SQL, service analytics, documentation, accessibility, stakeholder facilitation
English (native), Spanish (professional working proficiency)