

Jordan Avery

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EDUCATION

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

SKILLS

Process design, release operations, SQL, service analytics, documentation, accessibility, stakeholder facilitation

LANGUAGES

English (native), Spanish (professional working proficiency)

PRODUCT OPERATIONS SPECIALIST

PROFESSIONAL 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.