

Jordan Avery

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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.

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)