

# Jordan Lee

Senior Operations Analyst · Chicago, IL · [jordan.lee@example.com](mailto:jordan.lee@example.com) · +1 312 555 0148 · [linkedin.com/in/jlee](https://www.linkedin.com/in/jlee)

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## SUMMARY

Operations analyst with 6 years of experience improving fulfillment, workforce planning, and service quality across multi-site teams. Advanced SQL and Tableau user known for translating complex data into practical operating decisions.

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## CORE SKILLS

SQL · Tableau · Forecasting · Process improvement · KPI design · Stakeholder management

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## EXPERIENCE

### Senior Operations Analyst

Lakefront Logistics Co. · Chicago

2022 – Present

- Rebuilt weekly capacity planning for 14 sites, reducing premium freight spend by 18%
- Automated the service-level scorecard and returned 12 analyst hours per week to investigation work
- Partnered with regional leaders to lift on-time fulfillment from 91% to 96%

### Operations Analyst

Prairie Supply Group LLC · Milwaukee

2019 – 2022

- Modeled seasonal staffing needs for a 420-person network and reduced agency overtime by 11%
- Standardized root-cause reviews across procurement, warehouse, and customer support teams

### Business Operations Coordinator

Northstar Services Inc. · Madison

2017 – 2019

- Maintained performance reporting for five client programs and improved data completeness to 99%

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## EDUCATION

### B.S. in Supply Chain Management

University of Wisconsin–Madison · Madison

2017

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## CERTIFICATION

Lean Six Sigma Green Belt | 2021