

# Jordan Church

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## SUMMARY OF QUALIFICATIONS

Versatile professional with a strong background spanning operations management, process improvement, technical sales, and platform administration. Experienced in leading cross-functional projects, improving manufacturing efficiency, and supporting business systems (CRM, LMS, Microsoft 365). Proven ability to build and train high-performing teams and translate complex technical concepts into clear, actionable solutions. Recognized for adaptability, strong communication, and the ability to quickly master new technologies and processes.

## SKILLS

Process Improvement • Project Leadership • Microsoft 365 • CRM & LMS Administration • Technical Support • Quality Control • Technical Sales • Data Analysis • Python • JavaScript • CSS • React • SQL • PostgreSQL

## PROFESSIONAL EXPERIENCE

### Marketing Specialist – Operations, [Contec Inc.](#), Spartanburg, SC

Feb 2025 – Sep 2025

- Provided internal user support for CRM, LMS, and sales enablement platforms.
- Assisted employees with account access, permissions, and system navigation issues.
- Lead projects which included setting up training programs for sales reps on sales enablement platform
- Managed Microsoft 365 content and coordinated training sessions for platform use.

### Technical Sales Representative, [Graf Metallic](#), Spartanburg, SC

Sep 2023 – Sep 2024

- Managed a \$5 million B2B sales territory, specializing in non-woven and spinning carding equipment
- Delivered comprehensive technical evaluations to optimize client equipment and processes
- Simplified complex technical solutions into practical, easy-to-follow steps, fostering trust and strengthening client relationships

### Process Improvement Engineer, [Milliken](#), Gaffney, SC

Dec 2021 – Sep 2023

- Led process improvement projects at the Limestone Plant, driving efficiency across multiple manufacturing operations (blending, carding, spinning, twisting, and weaving)
- Completed Six Sigma Green Belt training and applied statistical software to analyze quality and process data
- Improved quality control procedures and optimized workflows, resulting in measurable cost savings and enhanced reliability

### Production Manager, [Inman Mills](#), Inman, SC

Aug 2018 – Oct 2021

- Managed 5 departments with a team of ~40 employees, driving production efficiency and quality.
- Oversaw operations across Blending, Carding, Drawing, Jet Spinning, and Vortex Spinning
- Supported production of specialized materials, including Kevlar for the U.S. military and fire-resistant mattress covers, ensuring compliance with strict safety and durability standards.

## EDUCATION & CERTIFICATIONS

### Graduate, University of South Carolina, Spartanburg, SC

2014 – 2018

*Bachelor of Arts in Interdisciplinary Studies, Minor in Hospitality Management*

### Graduate, [Carolina Code School](#), Greenville, SC

Sep 2024 – Nov 2024

- Completed 444+ hour Full Stack Web Development program and deployed full stack applications
- Developed proficiency in Python, RESTful API, CSS, HTML, REACT, JavaScript, SQL, and PostgreSQL