Jordan Dorman

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SUMMARY

Tech-driven operations leader with experience in client support, process improvement, and team leadership. Skilled in workflow automation, data tracking, and technical troubleshooting with a foundation in coding (Python, C, MySQL). Recognized for bridging operations and technology to improve systems, support teams, and deliver solutions.

TECHNICAL SKILLS

Languages & Tools: Python, C, HTML, CSS, PHP, MySQL, JSON, GitHub, Javascript
Platforms: CRM & Ticketing Systems, Google Workspace, Microsoft Office Suite
Core Competencies: Technical Support, Workflow Optimization, Project Coordination, Data Analysis, Training & Mentorship

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CERTIFICATIONS & TRAINING
- Github Practicals
- Mastering Communications as a Leader
- Problem-Solving Techniques
- GitHub Project Management and Collaboration Foundations
- Excel & Google Sheets Essentials

EXPERIENCE

Client Service Lead (Operations Manager Equivalent) – GMG / AT&T | Apr 2024 – Present
- Supported clients across multiple regions with technical and operational needs.
- Built digital learning programs that helped staff move into leadership roles.
- Introduced new tools for project planning and team coordination.

Shift Lead (Mid/PM) – DoorDash @ DashMart | Oct 2023 – Mar 2024, Dallas, TX
- Supervised logistics and inventory staff, ensuring smooth daily operations.
- Improved scheduling and communication methods within the team.
- Helped streamline inventory processes to reduce common errors.

Call Center Representative – OneSupport | Jan 2021 – May 2021 (Remote)
- Handled technical and account support for customers using CRM/ticketing systems.
- Guided users through troubleshooting steps and resolved most issues independently.

Assistant/Training Manager – Domino's (BAM!) | Jan–Dec 2020 & Apr–Aug 2022, Dallas, TX
- Trained and managed staff across multiple store locations.
- Coordinated daily operations and kept teams aligned with store goals.
- Standardized stock tracking methods to improve accuracy.

PROJECTS (GitHub Portfolio) (In progress)
- Task Manager (Python + JSON): Built a simple CLI app to add, edit, and complete tasks.
- Personal Portfolio Website: Responsive HTML/CSS/JS site showcasing resume and projects, hosted on GitHub Pages.
- Weather App (JavaScript + API): Pulls live data from a weather API and displays results in a clean UI.
- Data Dashboard (Python + Pandas): Visualized datasets with charts and insights using Matplotlib.
- Inventory Tracker Automation: Automated updates in Google Sheets with Python scripts to reduce manual entry.

VOLUNTEER (In progress)

Tech Mentor (Volunteer) – Dallas Makerspace | 2027 – Present
- Assisted with introductory coding workshops and digital literacy help.

EDUCATION

High School Diploma – J.J. Pearce High School | Richardson, TX | 2016