**JORDAN A. TAYLOR**  
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**PROFESSIONAL SUMMARY**

Detail-oriented and adaptable professional with over 7 years of experience in operations, project management, and team coordination. Proven track record of delivering high-impact results by optimizing workflows, reducing inefficiencies, and improving cross-functional collaboration. Strong communicator with a focus on continuous improvement and data-driven decision-making.

**CORE SKILLS**

* Project Management
* Operations Optimization
* Data Analysis & Reporting
* Microsoft Excel, Power BI, Asana
* Stakeholder Communication
* Process Improvement (Lean, Six Sigma)
* Cross-Functional Collaboration
* Budgeting & Forecasting
* Strategic Planning
* Time Management

**PROFESSIONAL EXPERIENCE**

**Operations Analyst**  
Delta Logistics Group — Chicago, IL  
*March 2020 – Present*

* Streamlined internal operations using data dashboards, reducing process bottlenecks and improving delivery times by 20%.
* Created weekly executive reports using Excel and Power BI, increasing visibility into departmental KPIs.
* Collaborated with warehouse and dispatch teams to enhance shipment tracking accuracy by 35%.
* Supported the successful rollout of a new ERP system with zero disruption to day-to-day operations.

**Project Coordinator**  
Riverside Consulting — Remote  
*August 2016 – February 2020*

* Managed timelines, budgets, and scope for 15+ internal improvement projects across marketing and IT departments.
* Developed standardized project documentation templates, reducing planning time by 25%.
* Acted as a liaison between clients and technical teams to ensure clear communication and deliverables.
* Contributed to a 10% increase in client satisfaction scores through consistent project delivery and follow-up.

**EDUCATION**

**Bachelor of Business Administration (BBA)**  
University of Illinois at Urbana-Champaign  
*2012 – 2016*

**CERTIFICATIONS**

* Certified Associate in Project Management (CAPM) – PMI
* Lean Six Sigma Yellow Belt
* Microsoft Excel Advanced Certificate

**OPTIONAL ADDITIONS**

**Languages:** English (Native), French (Intermediate)  
**Technical Tools:** Trello, JIRA, Tableau, Slack  
**Volunteer Work:** Operations Lead – Local Food Bank (2021–Present)