

Jules Turner

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Target Field: General / Other

PROFILE

Operations Coordinator with experience delivering measurable outcomes in General / Other. Strong in execution, clear communication, and building systems that scale. Comfortable owning work end-to-end and collaborating across teams.

EDUCATION

Boston University

B.A. Psychology

Raleigh, NC

2021 — 2025

- Coursework: Systems, Research Methods; GPA: 3.7/4.0 (synthetic)

EXPERIENCE

Operations Coordinator — Everline Partners

Seattle, WA | Sep 2023 — Present

- Launched a cross-functional initiative; improved a key metric by 18% through iteration and better tooling.
- Created dashboards and recurring reporting; reduced decision turnaround time by 50%.
- Standardized processes and documentation; cut manual effort by 45% and improved consistency.
- Partnered with stakeholders to define requirements, align on scope, and deliver on schedule.

Customer Support Specialist — Summit Services

Denver, CO | Jul 2021 — May 2023

- Designed a cross-functional initiative; improved a key metric by 18% through iteration and better tooling.
- Created dashboards and recurring reporting; reduced decision turnaround time by 30%.
- Standardized processes and documentation; cut manual effort by 55% and improved consistency.

General / Other Assistant — Northwind Support

Washington, DC | Jun 2019 — Jun 2021

- Coordinated a cross-functional initiative; improved a key metric by 12% through iteration and better tooling.
- Created dashboards and recurring reporting; reduced decision turnaround time by 50%.
- Standardized processes and documentation; cut manual effort by 45% and improved consistency.

PROJECTS

Customer Support Playbook

- Built macros and knowledge base articles to standardize responses.
- Partnered with stakeholders to address top recurring issues.
- Presented results to stakeholders and documented next steps.

Vendor & Invoice Tracker

- Set up a tracker for invoices and vendor status to prevent missed payments.
- Provided weekly status updates to leadership.
- Presented results to stakeholders and documented next steps.

Process Cleanup

- Documented core workflows and created templates to reduce rework and confusion.
- Introduced simple tracking to improve follow-through on requests.
- Presented results to stakeholders and documented next steps.

SKILLS

Skills: Communication, Ticketing systems, Vendor coordination, Process improvement, Organization, Documentation, Customer support, MS Office / Google Workspace, Scheduling, Basic data reporting

Certifications: Lean Basics (Workshop), Google Workspace Admin (Basics), Customer Support Foundations