

# Elena Roberts

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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

**University of Maryland**

B.A. Sociology

Washington, DC

2016 — 2020

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

## EXPERIENCE

### Operations Coordinator — Ridgeway Operations

New York, NY | Jun 2023 — Present

- Designed 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 55% and improved consistency.
- Partnered with stakeholders to define requirements, align on scope, and deliver on schedule.

### Office Manager — Northwind Support

Raleigh, NC | Jul 2021 — May 2023

- Delivered 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.

### Coordinator — Summit Services

Washington, DC | Jun 2019 — Jun 2021

- Automated 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.

## PROJECTS

### 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.

### 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.

## SKILLS

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

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