

Gabriel Phillips

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Target Field: General / Other

PROFILE

Operations Coordinator with experience in General / Other. Comfortable working with teams to get projects done and support day-to-day operations. Looking to grow impact in a fast-paced environment.

EDUCATION

Arizona State University

B.A. Communication

Philadelphia, PA

2020 — 2024

- Coursework: analytics, communication

EXPERIENCE

Operations Coordinator — Northwind Support

Seattle, WA | Jun 2023 — Present

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.
- Improved documentation and created templates to make work more consistent.

Project Coordinator — Summit Services

Atlanta, GA | Jul 2021 — May 2023

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.
- Improved documentation and created templates to make work more consistent.

Intern — Ridgeway Operations

Portland, OR | Jun 2019 — Jun 2021

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.

PROJECTS

Customer Support Playbook

- Built macros and knowledge base articles to standardize responses.
- Partnered with stakeholders to address top recurring issues.

Vendor & Invoice Tracker

- Set up a tracker for invoices and vendor status to prevent missed payments.
- Provided weekly status updates to leadership.

SKILLS

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

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