

Evelyn Powell

Nashville, TN • (404) 724-5656 • evelyn.powell48@example.com • linkedin.com/in/evelynpowell48

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

Boston, MA

2016 — 2020

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

EXPERIENCE

Operations Coordinator — Everline Partners

Austin, TX | Jun 2023 — Present

- Implemented 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.

Administrative Assistant — HarborPoint Group

Raleigh, NC | Jul 2021 — May 2023

- Improved 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 30%.
- Standardized processes and documentation; cut manual effort by 65% and improved consistency.

Intern — Summit Services

Miami, FL | Jun 2019 — Jun 2021

- Built 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 30%.
- 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: Documentation, Basic data reporting, Organization, Scheduling, Customer support, Ticketing systems, Vendor coordination, Communication, MS Office / Google Workspace, Process improvement

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