

# LISA SUZUKI

Los Angeles, CA | [linkedin.com/in/lisasuzuki/](https://www.linkedin.com/in/lisasuzuki/)

## SKILLS

- **Technical Skills:** HTML, CSS, JavaScript, Markdown, GitHub, Microsoft Office, Google Workspace, Camtasia, Learning Management System, SharePoint, Adobe Acrobat Professional, Zendesk
- **Soft Skills:** Cross-Functional Collaboration, Management, Leadership, Communication, Strategic Thinking, Training and Development, Audience Analysis, Problem-Solving

## WORK HISTORY

### Operations Manager

12/2021 – Current

LEARN Behavioral

Culver City, CA

- Coordinate cross-functional projects to devise strategies for streamlining operations, define best practices, establish key performance metrics, and execute complex system rollouts.
- Design, iterate, and implement engaging system-related multimedia training content for the entire division (15+ states, 300+ new employees per month) to improve employee performance.
- Partner with internal stakeholders and subject matter experts (SMEs) to gather feedback and write clear, concise, and user-centric documentation for varying departments, job titles, and roles.
- Manage a team of 3 full-time Operations Associates, overseeing training, project prioritization, and professional growth of employees.

### Operations Coordinator

08/2020 – 12/2021

LEARN Behavioral

Culver City, CA

- Authored 4 new comprehensive user guides (40+ pages each) and 50+ how-to documents to teach employees about key features and user workflows in operational systems.
- Created and maintained 3 knowledge bases to give employees self-serve access to system-related user guides, online help, video tutorials, procedure documentation, and instructional content.
- Edited documentation written by colleagues to adapt to internal audiences, identify areas of improvement, improve logical flow, align with organizational needs, and increase technical accuracy.

### Operations Associate

11/2017 – 08/2020

LEARN Behavioral

Culver City, CA

- Enhanced and conducted post-merger integration training orientations, leading to the successful transition of 600+ employees across 3 organizations into new operational systems and procedures.
- Identified documentation gaps and updated existing internal documentation to include new features and functionalities in operational systems that impacted operational workflows.

- Learned new technologies quickly and became a subject-matter expert (SME) of operational software to deliver technical support, write informational content, and identify workarounds for bugs and glitches.

## LEADERSHIP EXPERIENCE

### DEI Employee Resource Group Chair

02/2021 – 01/2022

LEARN Behavioral

Culver City, CA

- Partnered with external diversity consultants to enact a DEI employee resource group for the entire LEARN company across 10+ business units, 16 departments, and 15 states.
- Organized and submitted relevant proposals, suggestions, and concerns to the leadership committee.

## EDUCATION

### Business Management Department Certificate

06/2019

Santa Monica College

Santa Monica, CA

### Bachelor of Arts: Sociology

05/2017

University of California, Berkeley

Berkeley, CA