

LISA SUZUKI

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SKILLS

- HTML, CSS, JavaScript, and Markdown
- Git and GitHub
- Microsoft Office and Google Docs
- User Documentation
- Instructional Design
- Training and Development
- Team Leadership
- Cross-Functional Collaboration

WORK HISTORY

Operations Manager

12/2021 – Current

LEARN Behavioral

Culver City, CA

- Coordinate cross-functional initiatives to streamline operations, devise best practices, establish KPIs, and execute complex system rollouts while working on multiple projects at once.
- Design, iterate, and implement training materials for the entire division (15+ states, 300+ new employees per month) to improve employee performance.
- Communicate with key stakeholders and SMEs to write policies, guidelines, and standard operating procedures for varying departments in a clear and precise manner.
- 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 user guides (40+ pages each) and 50+ how-to documents to educate employees on operational systems, practices, and procedures.
- Built and maintained 3 knowledge bases to give employees self-serve access to user guides, procedure documentation, and instructional content.
- Reviewed and edited documentation written by colleagues to align with organizational needs and correct formatting, spelling, punctuation, and grammar.

Operations Associate

12/2017 – 08/2020

LEARN Behavioral

Culver City, CA

- Reworked and facilitated M&A integration training orientations, contributing to the transition of 600+ employees in 3 newly consolidated organizations into new operational systems and procedures.
- Produced and maintained informative and well-organized indexing guidelines and naming conventions for managing electronic health records.
- Learned new technologies quickly and became an SME of operational software to provide operations support and discover workarounds for bugs and glitches.

LEADERSHIP EXPERIENCE

DEI Employee Resource Group Chair

LEARN Behavioral

- 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.

02/2021 – 01/2022

Culver City, CA

EDUCATION

Business Management Department Certificate

Santa Monica College

Bachelor of Arts: Sociology

University of California, Berkeley

06/2019

Santa Monica, CA

05/2017

Berkeley, CA