

Lisa Jurries

<https://www.lisajurries.com>

Highlights:

Solution oriented leader with 20-years' experience in all aspects of managing operations. Expertise in implementing systems, overseeing departments, creating and implementing policy and procedures, and training and coaching staff

Strengths:

- **Problem solver** | Ability to analyze information and create effective systems where none exist
- **Self-starter** | Ability to assess the situation and make effort to improve processes with little to no direction
- **Start-up savvy** | Ability to adjust and respond to changes in a fast-paced, evolving environment
- **Motivated** | Ability to overcome obstacle with determined effort to complete tasks
- **Team leader** | Ability to identify challenges and inefficiencies, coordinate solutions and train staff
- **Communicator** | Ability to speak and write effectively, and maintain friendly, productive relationships
- **Troubleshooter** | Ability to assess and solve hardware/software/service issues and serve as a team resource

Education:

Degree | Associate in Arts DTA

Graduated | **March 2024** with high honors

School | Clark College

GPA | 3.840

Degree | Associate in Applied Technology – Web Development

Graduated | **August 2021** with honors

School | Clark College

GPA | 3.830

Achievements & Certifications:

2021 Member | Phi Theta Kappa Honor Society Alpha Sigma Phi Chapter | Lifetime

2023 Certified | National Safety Council Adult First Aid, CPR & AED Training | 2-years

2024 Certified | FreeCodeCamp, Responsive Web Design Certificate | 1-year

Work Experience:

Contract Management Consultant | Fastfire Services in Vancouver, Washington

2013 – 2020

Clients: AutoBidMaster, ClearVin, EasyHaul, PayRange, Salvagebid

- Advised clients on Zendesk implementation and assisted with contract negotiations
- Reviewed, updated, and documented support department processes and policies
- Setup and implemented shift schedules and escalation coverage for domestic and international support teams
- Created and implemented Zendesk agent help center and documented training materials
- Obtained required licensing, insurance, and bonds for various states and municipalities
- Organized domestic tradeshow coordination and attendance

Operations Manager | PayRange in Portland, Oregon

2014 – 2019

- **Managed Support Department** | Setup, implemented and administered Zendesk ticketing software and hired and managed team. Established processes and procedures for all functions to provide appropriate and timely responses to consumers and customers. Created, implemented and managed a Zendesk customer Help Center. Provided escalation support to support team. Created, implemented and coordinated an incident reporting system and served as liaison between the development team and the support team.

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- **Managed Fulfillment Department** | Setup, implemented and administered Fishbowl inventory software and hired and managed team. Managed serialized inventory, performed monthly physical inventory, collaborated with auditors to confirm valuation. Coordinated operations between fulfillment and deployment to drop ship products for large scale (+100k) deployments. Created, implemented, and managed Product Return Center. Processed returns to international manufacturer. Managed domestic and international logistics planning as well as vendor relations and contract negotiations with shipping service providers.
- **Managed Manufacturing Division** | Setup, implemented and managed purchasing from sample stage to full production of multiple products. Confirmed build of materials (BOM) requirements, reduced cost and ensured all details were in order prior to production run. Coordinated inventory and production to meet short-term and long-term goals, served as a liaison between contract manufacturer and the engineering team.
- **Managed Operator Payments** | Setup, implemented and administered domestic and international banking for weekly multi-million-dollar customer ACH payments. Created, implemented, and managed ACH returns process. Served as liaison between the support team and the development team for escalation issues related to customer financial reporting. Worked cross-functionally with the accounting team to coordinate procedures.
- **Managed App Reviews** | Monitored and responded to Apple App Store and Google Play Store reviews. Escalated issues to development team to resolve consumer or product issues. Served as customer liaison for development team. Tracked progress and followed-up to resolve issues.

Customer Onboarding Operations Manager | VendScreen in Portland, Oregon 2010 – 2013

- **Managed Initiation of Business** | including licensing, taxes, payroll, business and health insurance, accounts payable, accounts receivable, vendor acquisition, employee acquisition, employee onboarding and more.
- **Managed ERP System** | Setup, implemented and managed NetSuite ERP system. Advised and directed vendors of requirements for customizations of the product to suit company objectives.
- **Managed Deployment Department** | Assigned, directed, and monitored the work of office and field teams. Oversaw complex deployment activities of multi-state teams. Analyzed processes and implemented improvements. Managed out-of-state vendors to obtain short-term team members.
- **Managed Customer Onboarding** | Met with customers both in person or over the phone to understand their needs and create solutions. Collaborated with team to implement systems for device configurations. Developed and implemented customer and staff training opportunities.
- **Managed Partner Events** | Organized on-site and off-site events, managed catering vendors and hospitality staff. Created collateral material such as invitations, posters, games, gifts, name tags, and various handouts.
- **Managed Facilities** | Served as liaison for building to ensure prompt resolution of requirements and issues. Coordinated company move from and to new facilities, coordinated vendors, and staff to accomplish transition.

Software Proficiency:

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|--------------|-----------------|--------------|-----------|
| • Bamboo HR | • Fishbowl | • QuickBooks | • Slack |
| • Confluence | • MS Office 365 | • Salesforce | • Zendesk |