Lisa Jurries

https://www.lisajurries.com

Objectives:

Graduated with honors obtaining an Associate in Applied Technology in the Web Development. Seeking a full-time role that will tap operations experience and development experience. Desire a position with a cutting-edge startup to continue to advance my technical knowledge and skill. Willing to learn, listen and follow direction as well as lead when needed.

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 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

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 staff resource

Education:

Degree | Web Development AAT

School | Clark College, Vancouver, Washington

Completion | August 2021

GPA | 3.860

Honors | Phi Theta Kappa Honor Society

Member ID | 000021455709

Software:

- Figma
- GitHub
- Jira Software
- Microsoft Office
- Slack
- Visual Studio
- Visual Studio Code
- WordPress

Projects:

Figma | Created web designs for Now Page, Road Less Traveled, and Best Electronics. Created a website Wireframe

HTML & CSS | Introduced to programming concepts. Created a website for My Professional Headshot

JavaScript | Worked with Open Weather API and New York Times API to create respective websites. Created a Note Taker App

Photoshop | Created several projects including Veggie Head, Photo Retouching, Dreamscape Montage and Animated Gif

PHP | Created a Student Survey website, a Temperature Converter website, an Image Gallery website, and a User Login system

Python | Introduced to programming concepts and worked through programming lessons with Python

UX Design | Introduced to user experience design concepts. Worked on Proto Personas and Usability Testing

WordPress | Created a website for Farm Fresh PNW. Created a website for Project of a Lifetime

Work Experience:

Management Consultant | Fastfire Services
    Clients: AutoBidMaster, ClearVin, EasyHaul, PayRange, Salvagebid

March 2013 – Present

- Advise clients on Zendesk implementation and assist with contract negotiations

- Review, update, and document support processes, policies, and escalation coverage for national and international teams

- Research, coordinate and obtain required industry licensing, insurance, and bonds

- Coordinate tradeshow logistics and attendance

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Operations Manager | PayRange

July 2014 – July 2019

Managed Support Department | Setup, implemented and administered Zendesk ticketing software and managed team. Established processes and procedures for all functions to provide appropriate and timely responses to consumers and customers. Provided escalation support and served as high-level liaison between development and support teams.

Managed Fulfillment Department | Setup, implemented and administered Fishbowl inventory software and managed team. Managed serialized inventory, performed monthly physical inventory, worked 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 as well as vendor relations and contracts with shipping service providers.

Managed Manufacturing Division | Setup, implemented and managed purchasing from sample stage to full production of multiple products. Worked to confirm BOM requirements, reduce cost and ensure all details were in order prior to production run. Controlled inventory and production and served as a liaison between contract manufacturer and the engineering team. Managed international logistics via air and sea and maintained vendor relationships with multiple freight forwarders. Worked afterhours to coordinate with overseas partners during their daytime hours.

Customer Onboarding Operations Manager, VendScreen

April 2012 – March 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 Customer Onboarding | Met with customers both in person or over the phone to understand their needs and create solutions. Worked 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, worked with catering vendors and hospitality staff.

Special Assistant to the President, Courtesy Vending

April 2001 – April 2012

Managed Accounting Department | Processed 150 monthly and 400 quarterly customer commission checks and corresponding reports, processed all company expenses and paid bills, received all payments. Oversaw cash vault operations including balancing and reconciling daily cash and coin counts, ordering currency supplies and coins for routes, preparing daily deposits, coordinating secure transport, and ensuring all security procedures were followed.

Managed Personnel | Supervised the work of administrative, and route staff to ensure adherence to standards, addressed routing issues and made route modifications, handled holiday scheduling and coverage, addressed staffing issues to ensure route coverage. Provided employees with guidance in handling difficult or complex problems.

Managed Procurement Department | Utilized MEI Easitrax software to manage inventory, used handheld computer to take weekly inventory, managed products by date and utilized inventory planning process for efficient warehouse organization, created and managed planogram, ordered products from suppliers, and managed vendor relationships.