BEFORE: RESPONSIBILITY-HEAVY VERSION

JORDAN LEE

Austin, TX | (555) 010-1188 | jordan.lee@example.com

PROFESSIONAL SUMMARY

Operations coordinator with experience in reporting, scheduling, documentation, and cross-functional support.

SKILLS

Excel | Reporting | Scheduling | Documentation | Vendor Coordination | Customer Support

EXPERIENCE

Operations Coordinator | Northline Services | Mar 2023 - Present

- Responsible for weekly reporting and tracking open orders.
- Help with scheduling meetings and following up on tasks.
- Work with vendors on contract and renewal information.
- Prepare documentation for processes and team updates.
- Support new employee onboarding and answer questions.

Administrative Assistant | Pine Street Health | Jun 2021 - Feb 2023

- Managed calendars and office records.
- Processed invoices and expense information.
- Helped with new hire setup and training schedules.

EDUCATION

BBA, Business Administration | Central Texas University | 2021

Fictional example. The before and after versions use the same underlying facts.

AFTER: ACCOMPLISHMENT-FOCUSED VERSION

JORDAN LEE

Austin, TX | (555) 010-1188 | jordan.lee@example.com

PROFESSIONAL SUMMARY

Operations coordinator with experience improving reporting, keeping cross-functional work visible, and organizing vendor and onboarding processes. Strong in Excel, documentation, scheduling, and follow-through across recurring operational work.

SKILLS

Excel | Operational Reporting | Task Tracking | Scheduling | Process Documentation | Vendor Coordination | Onboarding Support

EXPERIENCE

Operations Coordinator | Northline Services | Mar 2023 - Present

- Prepared the weekly operations report and flagged unresolved order exceptions before the team review.
- Built a shared tracker for meeting actions, owners, and due dates so open follow-ups were visible between weekly meetings.
- Created a vendor renewal calendar for 27 active agreements and surfaced notice dates before renewal deadlines.
- Documented recurring order and escalation workflows in one reference guide used by operations and customer support.
- Coordinated onboarding schedules for 18 new hires across managers, IT setup, and required orientation sessions.

Administrative Assistant | Pine Street Health | Jun 2021 - Feb 2023

- Coordinated calendars for 4 department leaders and resolved scheduling conflicts before recurring meetings.
- Processed about 60 invoices each week and flagged missing purchase-order details before approval.
- Prepared onboarding schedules and first-week checklists for new administrative hires.

EDUCATION

BBA, Business Administration | Central Texas University | 2021

Fictional example. Numbers and details are illustrative and should not be copied unless they are true for you.