

JORDAN TAYLOR

OPERATIONS MANAGER

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Operations Manager with 8+ years of experience optimizing processes, reducing costs, and leading cross-functional teams in fast-paced environments. Known for improving service delivery through data-driven decisions and scalable workflow design.

WORK EXPERIENCE

Operations Manager

Mar 2021 – Present

Northstar Logistics - San Francisco

- Led end-to-end operational strategy for a regional distribution hub serving 120+ B2B clients.
- Reduced fulfillment cycle time by 27% through workflow automation and vendor consolidation.
- Implemented KPI dashboards that improved on-time delivery from 89% to 97% within 9 months.
- Managed a team of 18 across planning, warehouse coordination, and customer operations.

Process Improvement Specialist

Jan 2018 – Feb 2021

BlueWave Supply Chain - Oakland

- Redesigned inventory planning model, cutting stock discrepancies by 35%.
- Facilitated cross-department workshops to standardize SOPs across 4 business units.
- Delivered annual cost savings of $420K through contract renegotiation and demand forecasting.
- Supported ERP migration with zero operational downtime.

EDUCATION

BSc in Business Administration

Sep 2012 – May 2016

San Jose State University - San Jose

- Focus on operations management and data analytics.
- Graduated with honors. Capstone project on supply chain optimization using predictive modeling.

Associate Degree in Business Administration

Sep 2010 – Jun 2012

Seattle Central College - Seattle

- Foundation in operations, finance, and business communication.

SKILLS

OPERATIONS

Process Optimization · Advanced | **Data Analysis** · Advanced | **Project Management** · Advanced

TOOLS

ERP · Intermediate | **Reporting** · Advanced | **Communication** · Advanced

LANGUAGES

English (Native) · **French** (B2) · **Spanish** (C1)