JORDANA MITCHELL

Business operations specialist with 5+ years of experience improving processes, tracking budgets, and coordinating projects. Skilled in turning operational data into practical recommendations and working across sales, finance, and customer service teams. Reduced reporting time by 40% and helped cut annual vendor costs by $24,000.

PERSONAL DETAILS

Name
Jordana Mitchell

Address
640 Angola Rd
Austin, TX, 10930

Phone number
(681) 204 7100

Email
example@cvmaker.com

SKILLS

- Process improvement
- Budget tracking
- Data analysis
- KPI reporting
- Project coordination
- Vendor management
- Stakeholder communication
- Microsoft Excel

WORK EXPERIENCE

Mar 2023 - Present

Business Operations Specialist
Cedar Ridge Business Solutions, Austin, TX

- Coordinate operational improvement projects across three departments, tracking deadlines, budgets, and deliverables.
- Built Excel and Power BI dashboards covering revenue, expenses, and service performance, reducing monthly reporting time by 40%.
- Reviewed spending across 15 vendors and supported contract negotiations that reduced annual costs by $24,000.
- Redesigned client onboarding with sales and customer service teams, reducing average setup time from 10 to 7 business days.
- Monitor a $650,000 operating budget and prepare monthly variance reports for the operations manager.

Jun 2021 - Feb 2023

Business Operations Coordinator
Barton Creek Office Services, Austin, TX

- Coordinated purchasing, invoicing, and service requests for a 35-person business.
- Maintained CRM records for 120 client accounts and prepared weekly sales pipeline reports.
- Introduced an invoice tracking process that reduced overdue supplier payments by 30%.
- Documented procedures and trained six new employees on internal systems and workflows.

EDUCATION

- **Bachelor of Business Administration in Management**Texas State University | San Marcos, TXMay 2021

CERTIFICATIONS

2026

Microsoft Certified: Power BI Data Analyst Associate

2024

Lean Six Sigma Yellow Belt, ASQ