Jordan Taylor

Kansas City, MO | (555) 012-3456 | jordan.taylor@email.com | linkedin.com/in/jordantaylor

SUMMARY

Organized, results-driven professional with 6+ years of experience improving processes, leading small teams and delivering projects on time and under budget.

SKILLS

Project management | Microsoft Excel | Scheduling | Customer service | Inventory systems | Team leadership

EXPERIENCE

Operations Coordinator 2022 - Present

Midwest Supply Co., Kansas City, MO

- Cut order processing time 30% by redesigning the intake workflow
- Trained and supervised a team of 5 coordinators
- Managed vendor relationships worth $2M per year

Customer Service Lead 2019 - 2022

Brightline Retail, Overland Park, KS

- Resolved 60+ customer issues per day with a 96% satisfaction score
- Built a training guide used by 3 store locations

EDUCATION

B.S. Business Administration 2019

University of Missouri - Kansas City