

Jordan Lee

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SUMMARY

Operations analyst with 6 years of experience turning messy processes into measurable ones. Led reporting automation that saved 1,200 analyst-hours per year and supported a 30% reduction in order-to-ship time. Strong SQL, Excel and stakeholder communication.

WORK EXPERIENCE

Senior Operations Analyst

May 2022 – Present

Lakeline Logistics — Austin, TX

- Automated daily operations reporting in SQL + Power BI, saving 1,200 analyst-hours/year
- Partnered with warehouse leads to redesign pick paths, cutting order-to-ship time 30%
- Built capacity model used for 2 peak seasons; forecast accuracy within 4%
- Lead the weekly ops review with 5 team leads; actions tracked to closure in Jira
- Trained 4 analysts on SQL and dashboard standards; now the team's de-facto reporting owner

Operations Analyst

Jul 2019 – Apr 2022

Bluebonnet Retail Group — Dallas, TX

- Owned weekly KPI pack for 40 stores; flagged inventory drift that recovered \$310K
- Documented SOPs for 12 core processes, halving new-analyst ramp time
- Ran an A/B test on replenishment thresholds across 12 stores; chain-wide rollout cut stockouts 18%

Supply Chain Intern

May – Aug 2018

Hill Country Distribution — Austin, TX

- Scheduled inbound freight for a 200K sq ft warehouse; analysis of dock dwell time informed a 22% reduction

SKILLS

SQL, Excel (advanced), Power BI, Tableau, Python (pandas, basic)

Jira, Confluence, Lucidchart; warehouse management systems (Manhattan)

Process mapping, forecasting, A/B testing, stakeholder reporting

EDUCATION

BBA, Supply Chain Management

2015 – 2019

University of Texas at Austin

- Minor in Business Analytics