EMMA JOHNSON

Operations Support Analyst

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PROFESSIONAL SUMMARY

Operations Support Analyst with 2 years of hands-on experience in process optimization and operational support. Adept at utilizing analytical skills to enhance service quality and streamline workflows. Proven track record in troubleshooting technical issues and delivering actionable insights to improve team performance. Passionate about leveraging my skills to drive operational excellence in a collaborative environment.

WORK EXPERIENCE

Operations Support Analyst
Seaside Innovations

📅 May / 2024-Ongoing
📍 Santa Monica, CA

1. Utilized a remedy ticket system for efficient request management and issue tracking.
2. Provided technical support to thousands of users, resolving software, hardware, and network issues.
3. Executed data queries to support system updates and reporting needs.
4. Navigated Channel-Link to enhance operational workflows.
5. Guided teammates on compliance with operational rules and regulations.
6. Reviewed and analyzed legal documents to ensure accuracy and compliance.
7. Trained new staff on retail banking procedures to ensure consistency in service delivery.

Operations Support Analyst
Crescent Moon Design

📅 May / 2023-May / 2024
📍 Portland, OR

1. Implemented coding solutions to prevent loan foreclosures, effectively managing loan statuses.
2. Delivered exceptional customer service to clients and vendors, ensuring high satisfaction levels.
3. Supported daily operations on a trading floor, enhancing data access for stock market analytics.
4. Acted as a direct client liaison to troubleshoot and resolve reported issues effectively.
5. Documented system requirements and change requests in an agile environment as a Subject Matter Expert.
6. Coordinated User Acceptance Testing for major project transitions, including ICD-10 conversion.

EDUCATION

Bachelor of Science in Information Technology
University of Texas

📅 May / 2022 - May / 2023
📍 Toronto, ON

Focused on data management and operational processes, preparing for a career in IT support.

SKILLS

Data Analysis Tools
| 7 |

Incident Management
| 9 |

User Acceptance Testing
| 10 |

Business Process Reengineering
| 8 |

Forecasting Skills
| 7 |

Resource Allocation
| 7 |

INTERESTS

🎮 Gaming   🛍 Fashion

🎞 Film   💻 Technology

STRENGTHS

⚖ Fairness   ↔ Flexibility

➡ Forward-thinking   ♥ Gratitude
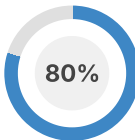
LANGUAGES
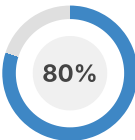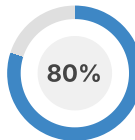
80% English   **80%** Russian   **80%** German

ACHIEVEMENTS

⭐ Reduced operational delays by 15% through process optimization initiatives.

⭐ Successfully resolved 95% of user-reported issues on first contact, enhancing customer satisfaction.

⭐ Developed and implemented a tracking system for service requests, improving response time by 20%.