

# JACKSON TURNER

## Operations Support Assistant

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### PROFESSIONAL SUMMARY

With 7 years of robust experience as an Operations Support Assistant, I excel in optimizing workflows and enhancing team productivity. My expertise in managing documentation, resolving operational challenges, and implementing process improvements drives efficiency and customer satisfaction. I am eager to leverage my skills in a dynamic environment that prioritizes collaboration and innovation.

### WORK EXPERIENCE

#### Operations Support Assistant

Maple Leaf Consulting

📅 Apr / 2021-Ongoing

📍 Toronto, ON

1. Managed the efficient movement of financial transactions to appropriate accounts, ensuring accuracy.
2. Conducted timely investigations of accounts, resolving discrepancies effectively.
3. Maintained and updated procedures for financial processes, enhancing accuracy and compliance.
4. Communicated operational issues clearly and professionally, both in writing and verbally.
5. Executed journal voucher entries and reconciled accounts with precision.
6. Trained new staff on operational processes, fostering a knowledgeable team.
7. Participated in cross-training activities to enhance team capabilities.

#### Operations Support Assistant

Cactus Creek Solutions

📅 Apr / 2018-Apr / 2021

📍 Phoenix, AZ

1. Provided comprehensive management support to Operations Manager, optimizing departmental workflows.
2. Served as backup manager for Customer Contact Center, ensuring service continuity.
3. Managed payroll processes for specialized transportation, enhancing accuracy and efficiency.
4. Developed and monitored performance statistics for upper management reporting.
5. Recommended process improvements based on operational assessments, driving efficiency.

### EDUCATION

#### Bachelor of Science in Business Administration

University of Texas

📅 Apr / 2015-Apr / 2018

📍 Denver, CO

Focused on operational management and process improvement strategies.

### SKILLS

Financial Transaction Management



Inventory Management



Office Administration



Communication Skills



### ACHIEVEMENTS

- 🌟 Improved documentation accuracy by 30% through effective process standardization.
- 🌟 Streamlined financial transaction processes, reducing processing time by 25%.