Alex Jordan

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DEMONSTRATION SAMPLE · FICTIONAL PROFILE · NOT A CLIENT PROJECT

Executive Profile

Operations leader with a fictional senior-career background aligning service delivery, people, and process improvement across growing organizations. Experienced in operating rhythms, resource planning, performance visibility, and translating strategic priorities into accountable execution.

Leadership Strengths

- Operating model design · Business process improvement · Multi-team leadership
- Budget and resource planning · Service quality · Executive reporting and governance

Professional Experience

Executive Operations Manager Jan 2020 — Present
Example Services Network (fictional) *Example City*

- Set quarterly operating priorities with functional leads and translated them into owners, milestones, and review measures.
- Introduced a common business review cadence to surface service risks, capacity constraints, and corrective actions.
- Coordinated annual planning, resource forecasts, and service-continuity preparation across multiple teams.
- Partnered with senior leadership on process changes, staff communication, and follow-through after implementation.

Head of Operations Jun 2014 — Dec 2019
Sample Growth Company (fictional) *Example City*

- Led day-to-day operations for a fictional expanding service business, supporting team leads and delivery staff.
- Standardized onboarding and recurring procedures, improving consistency across locations and shifts.
- Prepared leadership dashboards and decision briefs from service, staffing, and financial information.

Selected Initiative

Executive sponsor · fictional example, Service Excellence Program Feb 2023 — Oct 2023

- Aligned team leads on service measures, review ownership, and a practical sequence of improvements.

Education

Example Business School (fictional) Example City
Bachelor of Business Administration *Sep 2004 — May 2008*