

JORDAN M. ANDERSON

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PROFESSIONAL SUMMARY

Detail-oriented and service-focused professional with experience supporting operations, customer service, and technology-driven environments.

EDUCATION

Bachelor of Science, Information Systems
Utah Valley University, Orem, UT

Anticipated Graduation, May 2026

CERTIFICATIONS

Microsoft Office Specialist, Microsoft, March 2026
Google Data Analytics Professional Certificate, Google, May 2026
Google IT Support Professional Certificate, Google, In Progress

PROFESSIONAL EXPERIENCE

Operations Support Specialist

August 2024 – Present

Regional Services Group, Provo, UT

- Supported daily operations by coordinating tasks, maintaining accurate records, and ensuring adherence to established procedures
- Provided professional customer service to internal and external stakeholders while managing competing priorities
- Utilized Microsoft Excel and Google Workspace tools to track activities, document services, and support reporting needs
- Collaborated with team members to identify workflow improvements and support efficient service delivery
- Demonstrated attention to detail and reliability in a fast-paced, deadline-driven environment

Customer Service Representative

May 2023 – August 2024

Summit Solutions, Orem, UT

- Delivered consistent, high-quality customer service in a high-volume environment
- Managed scheduling, data entry, and documentation using Microsoft and Google platforms
- Assisted customers with problem resolution while maintaining professionalism and clear communication
- Worked collaboratively with team members to meet service standards and operational goals

Operations Assistant

January 2022 – May 2023

Utah Valley University – Budget Office, Orem, UT

- Assisted with operational and administrative support tasks including data tracking, inventory updates, and documentation
- Maintained organized digital and physical records in accordance with department procedures
- Supported supervisors with process improvement initiatives and routine reporting tasks