

Operations, Training & Client Success

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A career built around making complex work more organized, understandable, and repeatable - with practical experience in operations, training, support, project coordination, reporting, and technology adoption.

CORE CAPABILITIES

- Program and project coordination
- Process and workflow improvement
- Training and facilitation
- Customer and user support
- Documentation and knowledge resources
- Data analysis and reporting
- Stakeholder communication
- Requirements and escalation management

SELECTED EVIDENCE

Built operating functions

Established support, project-management, consulting, training, and instructional-design practices.

Scaled learning

Developed train-the-trainer and e-learning approaches for more consistent onboarding.

Modernized support

Moved service from email-based work to tracked web support with knowledge resources.

Coordinated delivery

Connected customers, trainers, consultants, project managers, product teams, and engineers.

ROLE ALIGNMENT

operations | program coordination | training | workforce development | client success | customer support | project coordination | public service