

Lisa Jurries

<https://www.lisajurries.com>

Highlights:

Solution oriented leader with experience in all aspects of managing operations. Expertise in implementing systems, overseeing departments, creating and implementing policies and procedures, and training and coaching staff.

Education:

Degree Bachelor of Arts	School Washington State University
Graduation May 2026	Major Management Information Systems
Degree Associate in Arts (AA-DTA)	School Clark College in Vancouver, WA
Graduated March 2024 with high honors	GPA 3.840
Degree Associate in Applied Technology (AAT)	School Clark College in Vancouver, WA
Graduated August 2021 with honors	GPA 3.830

Achievements & Certifications:

- 2024 Certified** | Nonprofitready, Diversity, Equity & Inclusion Training
- 2024 Certified** | SkillUp, Project Management Professional (PMP) Basics Certificate
- 2024 Certified** | FreeCodeCamp, Responsive Web Design Certificate
- 2023 Certified** | National Safety Council Adult First Aid, CPR & AED Training
- 2021 Member** | Phi Theta Kappa Honor Society Alpha Sigma Phi Chapter

Work Experience:

Management Consultant | Fastfire Services in Vancouver, Washington March 2013 – April 2020

Clients: AutoBidMaster, ClearVin, EasyHaul, PayRange, Salvagebid

- Advised clients on Zendesk implementation and assisted with contract negotiations
- Reviewed, updated, and documented support department processes and policies
- Implemented schedules and escalation coverage for domestic and international support teams
- Created and implemented Zendesk agent help center and documented training materials
- Obtained required licensing, insurance, and bonds for various states and municipalities
- Organized domestic tradeshow coordination and attendance

Management roles for | Founder & CEO, Paresh Patel, MBA, PhD April 2001 - July 2019

July 2014 – July 2019 **Operations Manager** | PayRange in Portland, Oregon

- **Managed Support Department** | Setup, implemented and administered Zendesk ticketing software and hired and managed team. Established processes and procedures for all functions to provide appropriate and timely responses to consumers and customers. Created, implemented and managed a Zendesk customer Help Center. Provided escalation support to support team.
- **Managed Fulfillment Department** | Setup, implemented and administered Fishbowl inventory software and hired and managed team. Managed serialized inventory, performed monthly physical inventory, collaborated with auditors to confirm valuation. Coordinated operations between fulfillment and deployment to drop ship products for large scale (+100k) deployments. Created, implemented, and managed Product Return Center.
- **Managed Manufacturing on** | Setup, implemented and managed purchasing from sample stage to full production of multiple products. Confirmed bill of materials (BOM) requirements, reduced cost and ensured all details were in order prior to production run.

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- **Managed Operator Payments** | Setup, implemented and administered domestic and international banking for weekly multi-million-dollar customer ACH payments and managed ACH returns process.

April 2010 – March 2013 **Operations Manager** | VendScreen in Portland, Oregon

- **Managed Initiation of Business** | including licensing, taxes, payroll, business and health insurance, accounts payable, accounts receivable, vendor acquisition, employee acquisition, employee onboarding and more.
- **Managed ERP System** | Setup, implemented and managed NetSuite ERP system.
- **Managed Deployment Department** | Assigned, directed, and monitored the work of office and field teams. Oversaw complex deployment activities of multi-state teams. Analyzed processes and implemented improvements.
- **Managed Partner Events** | Organized on-site and off-site events, managed catering vendors and hospitality staff. Created collateral material such as invitations, posters, games, gifts, name tags, and various handouts.
- **Managed Facilities** | Served as liaison for building to ensure prompt resolution of requirements and issues. Coordinated company move from and to new facilities, coordinated vendors, and staff to accomplish transition.

April 2001 – March 2012 **Operations Manager** | Courtesy Vending in Portland, Oregon

- **Managed Accounting Department** | Processed 150 monthly and 400 quarterly customer commission checks and corresponding reports, processed all company expenses and paid bills, received all payments. Oversaw cash vault operations.
- **Managed Procurement Department** | Utilized MEI Easitrax software to manage inventory, used handheld computer to take weekly inventory, managed products by date and utilized inventory planning process for efficient warehouse organization, created and managed planogram, ordered products from suppliers, and managed vendor relationships.
- **Managed HR Department** | Recruited, interviewed, and selected employees for final approval by President. Administered employee benefits, processed semi-monthly payroll, onboarded new employees, prepared and administered training plans, and controlled company property