

Lisa Jurries

Professional Summary

Customer experience and operations leader with 18+ years managing multi-channel support teams and service operations. Skilled in implementing help desk platforms, developing SOPs, and using data to reduce contact volume, improve resolution times, and elevate customer satisfaction. Experienced in Zendesk administration, workforce planning, escalation management, and cross-functional collaboration with Operations, Product, Legal, and Compliance. Holds a B.A. in Management Information Systems.

Education

Business Administration, Management Information Systems | Washington State University, Magna cum laude, 2026

Associate in Arts (AA-DTA) | Clark College, High Honors, 2024

Associate in Applied Technology, Web Development | Clark College, Honors, 2021

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

Professional Experience

Consultant | Fastfire Services in Vancouver, Washington March 2013 – Present

- Operate a part-time small business as a sole proprietor, advising clients on Zendesk setup and workflow design, documenting support processes, building global agent schedules and escalation coverage, creating Help Centers and training materials, and partnering with product, operations, and leadership teams to resolve root-cause issues

Operations Manager | PayRange, VendScreen, and Courtesy Vending in Portland, Oregon
April 2001 - July 2019 | Supported Founder & CEO, Paresh Patel across multiple organizations

PayRange (2014 – 2019)

- Configured Salesforce and Zendesk to support workflows, reporting and team needs
- Implemented Fishbowl inventory software for serialized inventory tracking, reporting, and process controls
- Built and maintained a Zendesk Help Center, including content structure, permissions, and user training
- Collaborated with auditors and technical teams to validate system data and ensure accurate reporting

VendScreen (2010 – 2013)

- Setup and managed NetSuite ERP system, establishing operational infrastructure for a growing technology company
- Directed and monitored multi-state office and field teams, analyzing workflows and implementing improvements
- Managed employee onboarding, vendor acquisition, and cross-departmental coordination to support growth
- Evaluated departmental performance, set improvement goals, and implemented operational changes

Courtesy Vending (2001 – 2012)

- Recruited, onboarded, and trained employees to support consistent, customer-focused service
- Processed 150+ monthly and 400+ quarterly customer commission reports with accuracy and timely communication
- Managed vendor relationships and inventory planning to ensure reliable customer service delivery
- Optimized route planning and customer scheduling to improve service reliability

LinkedIn: <https://www.linkedin.com/in/lisajurries/>