

# Lisa Jurries

## Professional Summary

Information systems and technical operations professional with 18+ years implementing enterprise software, improving workflows, and supporting cross-functional teams. Experienced with CRM, support, and ERP platforms, process documentation, user training, and translating operational needs into system requirements. Skilled in problem analysis, solution design, and optimizing data accuracy.

## 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, implementing and configuring Zendesk, translating workflow needs into system requirements, documenting processes for accuracy, and supporting staff with training on new tools

**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 departmental 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
- Tested, configured, and updated device hardware and firmware to support reliable field performance

VendScreen (2010 – 2013)

- Implemented NetSuite ERP, configuring system to support accounting, deployment, and operational workflows
- Created, documented, and implemented processes and procedures for the Customer Onboarding department
- Documented issues, gathered data, and supported the Development team with product improvements
- Coordinated with vendors and internal teams to implement systems aligned with departmental goals

Courtesy Vending (2001 – 2012)

- Oversaw operational systems supporting routing, scheduling, inventory, and staff management
- Coordinated cross department problem solving involving equipment, handheld devices, and workflow issues
- Created documentation, and internal processes to streamline operations and improve data consistency
- Served as acting leader in the CEO's absence, resolving escalated operational and system related issues

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