

Lisa Jurries

Profile

Operations professional with eighteen years of experience creating structure around complex work. I specialize in documentation, workflow clarity, and organized execution that keeps teams aligned. My background spans operational and technical product environments, where accuracy and reliable follow-through were essential every day. I bring a steady, systems-focused approach that makes processes easier to understand, easier to follow, and easier to maintain.

Education

2026 Washington State University | Business Administration, MIS | Graduated Magna Cum Laude
2024 Clark College | Associate in Arts (AA-DTA), General Studies | Graduated with High Honors
2021 Clark College | Associate in Applied Technology, Web Development | Graduated with Honors
2021 Phi Theta Kappa Honor Society Inductee | Alpha Sigma Phi Chapter | Ranked Top 10% Nationally

Experience

Fastfire Services | Vancouver, Washington | Management Consultant / Owner

March 2013 – Present

- Implemented and administered Zendesk for multiple clients and created clear agent resources
- Reviewed and documented support processes policies and escalation workflows for client teams
- Assisted clients with Zendesk related contract negotiations and operational planning needs
- Built schedules and escalation coverage for domestic and international support departments
- Obtained licensing insurance and bonds across multiple states and municipal jurisdictions
- Created and maintained Zendesk Help Centers to improve customer and agent efficiency
- Developed training materials and onboarding guides to support client support operations
- Coordinated logistics materials and planning for domestic tradeshows and client events
- Organized operational details across multiple clients to improve workflow clarity and consistency
- Provided structured consulting that stabilized support operations and strengthened team alignment

PayRange | Portland, Oregon | Operations Manager

April 2014 - July 2019

- Implemented and administered Zendesk for Support and hired and managed the support team
- Created processes procedures and Help Center content to ensure accurate customer responses
- Implemented Fishbowl inventory software and managed serialized inventory and audit coordination
- Performed monthly physical inventory and collaborated with auditors to confirm accurate valuation
- Coordinated fulfillment and deployment operations for large scale product rollouts nationwide
- Created implemented and managed the Product Return Center to streamline return operations
- Managed purchasing from samples through production confirming BOMs and reducing production cost
- Set up and administered domestic and international banking for multimillion dollar ACH payments
- Managed ACH returns and ensured accurate reconciliation across all operator accounts and systems
- Coordinated operations between support fulfillment deployment and manufacturing to maintain clarity

Earlier Experience (2001–2019): Eighteen years of continuous operations work supporting the same founder across Courtesy Vending, VendScreen, and PayRange, providing the long-term foundation for my later consulting work.

Certifications

2026 Ongoing | Salesforce Administrator Certification (Target 2026)
2024 Certified | SkillUp, Project Management Professional (PMP) Basics Certificate
2024 Certified | Nonprofitready, Diversity, Equity & Inclusion Training

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