

Timothy Chen

OPERATIONS ANALYST & COORDINATOR | WORKFLOW DOCUMENTATION | DATA-DRIVEN PROCESS IMPROVEMENT

Early-career operations analyst/coordinator candidate with experience supporting product, order, customer, and logistics workflows across sales, warehouse, technical, and customer-facing stakeholders. I am strongest in roles where open issues need to be tracked, process gaps need to be documented, and operational data needs to become clear priorities.

OPERATIONS FOCUS

Order

Tracked product, order-status, warehouse, delivery, and specification follow-up across stakeholders.

ANALYTICS FOCUS

Python

Built data pipelines, validation checks, structured logs, and workflow diagnostics.

TEAM SUPPORT

10+

New hires trained in documentation quality, workflow expectations, and real-time accuracy.

PORTFOLIO THESIS

My strongest fit is hybrid operations work: coordinating the day-to-day workflow while also documenting patterns, analyzing blockers, and improving how the process is tracked.

- Order and product follow-up
- Issue and status tracking
- Workflow analysis

Core Profile

FAST FIT

BEST-FIT ROLES

- Operations Analyst
- Operations Coordinator
- Order Management Coordinator
- Sales Operations Coordinator
- Logistics or Supply Chain Coordinator

WORKING STYLE

- I keep open items visible and documented.
- I translate technical details into clear next steps.
- I track process gaps and recurring blockers.
- I use data checks before workflow changes move forward.

Customer Retention, Dead Stock & Order Follow-Up

IFCHIC / KS TERMINALS

I supported product, order, customer, and logistics workflows across sales, warehouse, technical, and customer-facing stakeholders. One stronger business problem was helping turn seasonal slowdowns, inactive follow-up, and slower-moving inventory into a more organized customer-retention and order-visibility workflow.

OPERATIONAL CHALLENGE

Customer follow-up, product availability, and aged-inventory opportunities were spread across different conversations, making it harder to prioritize the right next action.

MY ROLE

Organize follow-up around customer status, product questions, inventory movement, and rewards-style outreach so sales and operations could work from clearer priorities.

What I Did

EXECUTION

1

MAPPED FOLLOW-UP GAPS

Tracked customer, order, and product questions from first request through stakeholder follow-up and resolution.

2

SURFACED INVENTORY SIGNALS

Helped identify slower-moving products, availability questions, and order-status details that needed clearer sales follow-up.

3

SUPPORTED REWARDS OUTREACH

Helped structure rewards-style customer follow-up around product visibility, repeat-purchase opportunities, and timely updates.

4

CLARIFIED HANDOFFS

Translated product and fulfillment details into practical notes, customer-facing guidance, and next-step ownership.

Inputs I handled

Customer status, sales updates, warehouse availability, slower-moving products, delivery questions, and technical product details.

Outputs I created

Prioritized follow-up lists, clearer status updates, routed questions, customer guidance, and recurring issue visibility.

Problems I Solved

OPERATIONS + ANALYSIS

Inactive customer follow-up

Helped convert scattered customer and order information into a more organized follow-up workflow tied to product visibility and next steps.

Dead stock visibility

Surfaced slower-moving product and availability patterns so aged inventory could be discussed through targeted outreach rather than ignored.

Disconnected handoffs

Maintained context between sales, warehouse, technical contacts, and customers so outreach, fulfillment, and product questions stayed aligned.

Transferable value: customer-retention workflow plus analyst-style operations support: inventory visibility, account follow-up, issue patterns, routing, and follow-through.

Workflow Analytics & Monitoring System

INDEPENDENT PROJECT

I built a Python-based workflow analytics and monitoring project using structured data pipelines, logging, validation, performance diagnostics, and reporting outputs. The strongest transferable value is the operating discipline behind it: making a complex workflow observable, documented, repeatable, and easier to improve without depending on one fragile manual process.



Capabilities Built

SYSTEMS THINKING

DATA QUALITY

- Built feature preparation scripts for historical and runtime data.
- Added freshness checks for stale or missing inputs.
- Stored reusable artifacts for repeatable review.

OBSERVABILITY

- Used structured logs to explain runtime behavior.
- Created state snapshots for current system status.
- Built diagnostic reports for recurring failure patterns.

CONTINUITY

- Persisted runtime context for restart-safe operation.
- Used configuration flags to separate baseline and experimental paths.
- Ran replay-style validation before workflow changes.

WHAT I PRODUCED

- Data pipelines and model-input artifacts.
- Dashboard-ready status outputs.
- Tests for routing, continuity, and runtime behavior.

Problems I Designed Around

ANALYST MINDSET

Bad or stale inputs

Added validation and freshness checks so downstream reviews were not built on missing, delayed, or inconsistent data.

Hard-to-debug behavior

Used structured logging and state snapshots to make runtime behavior easier to review, explain, and improve.

Risky process changes

Used configuration controls, reusable artifacts, and replay-style validation before promoting workflow changes.

Recruiter translation: I can define control points in a messy workflow, build checks around them, and create reporting that shows what needs attention next.

Team Training & Operational Continuity

MEDICAL SCRIBE AMBASSADOR

10+

NEW HIRES TRAINED

Trained and mentored new hires in a fast-paced clinical documentation environment, reinforcing workflow standards, accuracy expectations, and consistent communication. I broke down the documentation process step by step and gave real-time feedback when details were unclear or incomplete.

CREW TEAM MANAGER

Shift

HIGH-VOLUME OPERATIONS

Supported high-volume shifts by coordinating with managers and team members, prioritizing urgent tasks, monitoring product availability, and maintaining practical shift handoff records so work did not get missed between transitions.

Skill Map

OPERATIONS & COORDINATION

- Workflow coordination
- Order support
- Issue tracking
- Status follow-up
- Logistics coordination
- Process documentation
- Stakeholder routing

ANALYTICS & TECHNICAL

- Python
- Excel
- Google Sheets
- SQL fundamentals
- Structured reporting
- Performance diagnostics
- Data validation

BUSINESS SUPPORT

- Account follow-up
- CRM-style records
- Open-order reporting
- Data quality
- Customer/account support

PROJECT METHODS

- Project tracking
- Risk documentation
- Stakeholder updates
- Workflow improvement
- Process controls

Education & Certifications

UNIVERSITY OF PITTSBURGH

Bachelor of Science in Neuroscience; Minor in Chemistry
 Graduated December 2025

GOOGLE CERTIFICATES

Project Management Certificate - Completed
 Data Analytics Professional Certificate - Completed

BOTTOM LINE

I am looking for operations analyst/coordinator roles where careful follow-through matters: keeping open items visible, documenting what changed, communicating across teams, and using data to make recurring process issues easier to see and resolve. Target roles include operations analyst, operations coordinator, order management, sales operations, logistics coordination, and supply chain coordination positions.