

PRODUCT OPERATIONS

Alex Rivera

Application for Product Operations Lead

PROFILE

Operations lead focused on launch readiness, clear ownership and useful reporting.

CORE SKILLS

Service design
SQL and spreadsheet analysis
Cross-team delivery
Research synthesis

CONTACT

alex@example.com

Cedar Tools / Product operations lead

2023-2026

Built a weekly release-readiness review across four teams. Replaced six status documents with one owner-based checklist. Reduced unresolved launch dependencies from 18 to 7 during the quarter.

Northbank Studio / Delivery analyst

2020-2023

Mapped a customer onboarding process and created a handoff guide. Paired interviews with request-level data to distinguish waiting time from active work.

BSc Information Systems, 2020