FRAN JORDAN, CAPM

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WORK EXPERIENCE

Google (via Cognizant) | Remote – *Project Coordinator (SME)*   Sep 2022 – Aug 2025
• Led implementation of streamlined TVC onboarding program, reducing time to value by 67% (3 months to 1 month) through process analysis, failure point identification, and change management across the organization.
• Drove enterprise Salesforce CRM implementation, managing data migration for 400+ research projects, developing validation frameworks, and establishing quality standards adopted program-wide.
• Managed 6-8 concurrent project initiatives across cross-functional teams (product, engineering, staffing, operations), delivering 400+ annual projects across 13 product areas with 98% stakeholder satisfaction.
• Collaborated with operations managers and external vendors to oversee budgets across 13 product areas, managing project funding approvals and escalating budget increases to leadership for decision-making.
• Introduced Agile methodology to cross-functional TVC team, coaching team members on Agile practices and facilitating adoption to align business operations with client workflows.
• Created knowledge base content (standard operating procedures, process flows, and onboarding documentation) adopted across the team, establishing frameworks that improved operational consistency and efficiency.

WHOOP | Remote – *Hardware Support Specialist*   Aug 2021 – Sep 2022
• Drove 25% improvement in issue resolution time by analyzing 3 months of operational data (500+ cases), identifying top 10 failure patterns, and implementing a diagnostic framework that reduced misclassification rate to <1%.
• Developed diagnostic process flow and decision tree for WHOOP 4.0 sensor issue during NPI, coordinating with product and operations to reduce unnecessary device replacements, escalations, and return rates.
• Selected for 3 consecutive mentorship cycles, training 30-45 new team members on customer support processes, diagnostic frameworks, and tools through structured onboarding that reduced time-to-competency.

Microsoft (via Collabera) | Remote – *Microsoft Scheduler Administrator*   Jan 2018 – Oct 2020
• Led quality assurance and content validation for an automated scheduling system (now integrated into Microsoft Copilot), identifying edge cases through systematic testing that informed product development and algorithm improvements.

CERTIFICATIONS

Project Management Institute – *Certified Associate in Project Management (CAPM)*   Sep 2025

EDUCATION

Texas Tech University | Lubbock – *BA, English Language & Literature*   Dec 2020

SKILLS

Project Management: Stakeholder Management • Process Improvement • Change Management • Project Planning & Scheduling • Risk Management • Quality Assurance • Process & Procedure Development

Tools & Platforms: Asana • Airtable • Confluence • Google Workspace • Jira • Microsoft 365 • Salesforce • SmartSheet • SQL