

Jasmine Artis

Location: Frederick, MD

Email: JasmineSArtis@gmail.com

Phone: 779-939-6383

Professional Summary

Business Operations Specialist with 5+ years of experience improving workflows, building operational systems, and coordinating stakeholders across education, SaaS, healthcare, and startup environments. Known for creating structure, improving visibility, and keeping critical work moving forward.

Work Experience

Virtual Programs Operations Manager – College Essay Guy, Remote August 2022 – July 2026

- Design and improve operational systems that support 24+ webinars and 7+ digital courses annually to streamline workflows and support efficient virtual program delivery across Kajabi, HubSpot, Google Workspace, Squarespace, and WordPress
- Manage digital programming customer support operations, including invoicing, payment inquiries, purchase orders, and issue resolution to ensure accurate processing and a positive user experience
- Coordinate with internal stakeholders, facilitators, and partner organizations to support program delivery, resolve operational issues, and adapt to changing priorities
- Created and own an automated enrollment workflow that reduced onboarding time from more than five days to near real time for programs serving 19,000+ students and 230+ partner organizations.
- Analyze customer journeys and operational workflows to identify gaps, implement improvements, and develop SOPs and training resources that improve consistency for both users and internal teams

Customer Operations Associate – Factor.io, Remote August 2021 – July 2022

- Partnered with engineering teams to identify system issues, communicate user feedback, and support platform improvements for the start-up's ERP SaaS platform in a cross-functional environment
- Supported clients and responded to inquiries pertaining to billing and platform usage using Front, Deel, Brex, and Stripe to support accurate billing operations and account management
- Developed and documented operational processes to support new logistics workflows, including creating shipment tracking protocols for ocean freight deliveries to improve visibility and coordination across stakeholders
- Managed RFQ processes for manufacturing vendors by translating technical requirements into sourcing documentation, reviewing submissions, and supporting vendor evaluations

Operations Associate – Peak Support, Remote July 2020 – August 2021

- Managed team performance and service delivery for 40+ associates in a high-volume startup environment, supporting customer support, data entry, content moderation, and trust and safety operations
- Analyzed KPIs including productivity, SLA attainment, ticket volume, and quality metrics to identify trends, recommend operational improvements, and present weekly performance updates to client stakeholders
- Conducted quality assurance evaluations within Salesforce to improve support quality, strengthen team performance, and enhance the experience for both customers and internal users
- Handled full-cycle recruitment and onboarding for U.S.-based non-technical roles to support workforce planning and rapid team growth within a global organization

Jasmine Artis

Location: Frederick, MD

Email: JasmineSArtis@gmail.com

Phone: 779-939-6383

Scheduler – Right at Home, Merrillville, IN

April 2019 – May 2020

- Coordinated scheduling and service delivery for 100+ clients and caregivers, resolving coverage gaps, schedule conflicts, billing inquiries, and service-related issues to maintain continuity of care and a positive client experience
- Supported recruitment and onboarding efforts by training new schedulers, proctoring candidate assessments, and coordinating interview logistics for 50+ applicants
- Maintained accurate client records and tracked status changes within the ClearCare system, including hospitalizations, facility placements, and geographic updates, while ensuring HIPAA compliance and data integrity
- Conducted intake calls, assessed service eligibility, and co-managed the lead pipeline to support client acquisition and enrollment

Systems & Tools

- CRM & Marketing Operations: HubSpot, ConvertKit, ActiveCampaign
- Automation & Workflow Management: Airtable, Zapier
- Customer Support & Ticketing: Help Scout, Zendesk, Salesforce, Freshdesk, Front, ClearCare
- Financial & Billing Systems: QuickBooks, Stripe, PayPal, Deel, Brex
- Project & Collaboration Tools: ClickUp, Asana, Trello, Slack, Zoom
- Learning Management & Web Platforms: Kajabi, MemberSpace, WordPress (Elementor), Squarespace
- Productivity & Business Tools: Google Workspace, Microsoft Office
- Additional Platforms: Canva, Typeform, Fillout Form

Education

Master of Business Administration (MBA) – Southeastern Oklahoma State University, Durant, OK

- Concentration: Project Management
- Graduated: August 2026

Bachelor of Arts (B.A.) in Economics – Knox College, Galesburg, IL

- Minor: Business & Management, Accounting Concentration
- Graduated: April 2019