JORDAN LIVINGSTON

PROCESS IMPROVEMENT / BUSINESS INTELLIGENCE / AI ENABLEMENT

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SUMMARY

Process-excellence and business-intelligence leader with 10+ years turning operational complexity into measurable results across financial services, healthcare, and education. Builds analytics and process-governance programs that scale firm-wide, and translates executive priorities into execution that leaders act on.

SKILLS & EXPERTISE

STRATEGY

Strategic Execution
Strategic Alignment
Cross-Functional Initiatives
Governance COE Leadership
Initiative Delivery
Decision Support

INSIGHTS

Data & Business Insights
Data Storytelling
KPI Development
Tableau Dashboards
SQL & Python Analysis
Root Cause Analysis

PROCESS

Process Management
Operational Efficiency
Process Standardization
Lean Six Sigma GB
Process Improvement
Signavio BPMN 2.0

ALIGNMENT

Organizational Alignment
Executive Reporting
Stakeholder Alignment
Change Management
Culture Reinforcement
Leadership Partnership

EXPERIENCE

JP Morgan Chase · Columbus, OH

AUG 2022 – PRESENT

Sr Process Improvement Analyst, Performance Consulting

- Developed and scaled an AI-powered process modeling assistant that achieved firm-wide adoption, earning executive recognition for eliminating a longstanding barrier to process documentation.
- Drove the migration from iGrafx to Signavio, consistently achieving early milestones while mitigating risks.
- Facilitated workshops with senior leaders and cross-functional teams to translate priorities into execution plans.
- Established a COE to champion process management best practices and drive adoption across the firm.
- Built automation workflows for process model governance, to reduce manual work for clients.
- Designed executive dashboards and reporting in Tableau to inform decision-making across client leadership.
- Applied Python, SQL, and machine learning to develop analytics projects that informed decision-making.
- Drove process improvements and onboarding engagements that streamlined client delivery and advanced operational excellence.

Cardinal Health · Columbus, OH

MAR 2020 – AUG 2022

Business Intelligence Consultant, Commercial Analytics

- Modernized VOC survey design and developed new KPIs to provide more accurate performance measurements.
- Delivered strategic dashboards and insights that shaped leadership decisions on sales, service, and operations.
- Led a Community of Practice to expand adoption of analytics tools, enabling leaders to act on customer sentiment and process insights.
- Contributed to the Quality Program rollout, aligning front-line teams with measurable performance goals.
- Supported implementation of new accounts with analytics and dashboards to monitor Sales and Delivery KPI's.

McGraw Hill Education · Columbus, OH

APR 2017 – MAR 2020

Process Improvement Analyst, Customer Service and Order Management

- Designed and launched a customer insights program to surface root causes and inform policy changes.
- Created new KPI's to allow for a quick and simple way to understand what was driving the customer experience.
- Automated VOC process and utilized dashboards on Tableau server to reduce the need for ad-hoc reporting.
- Completed Tableau Visual Analytics training and continue to develop skills in Tableau, Qualtrics and SQL.
- Authored guides and analytics briefs to support leadership decision making.
- Lead the Knowledge Management and Change Control teams to ensure operational excellence for new processes.

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EXPERIENCE, CONTINUED

PNC Financial Services · Miamisburg, OH

JUL 2015 – APR 2017

Business Analyst, 5 Star Servicing

- Developed and implemented continuous improvement initiatives throughout Mortgage Servicing. My team focused on reducing expenses and improving customer experience while maintaining compliance and avoiding risk.
- Led cross-functional requirements analysis on a large merger integration, defining business process flows, use cases, and functional/nonfunctional requirements.
- Provided analysis for key business decisions using various systems to capture and extract data.
- Partnered with executives to forecast and reduce departmental losses by 43%, improving business performance.
- Presented weekly status and risk updates to senior leadership, reinforcing accountability for critical initiatives.
- Ensured accountability and execution of initiatives by maintaining clear risk and issue tracking for leadership.

Amend Consulting · Cincinnati, OH

JAN 2014 – FEB 2015

Process Improvement Consultant

- Supported delivery of 14 Lean Six Sigma projects, helping clients achieve 40–60% performance improvements in throughput and utilization.
- Earned Lean Six Sigma Green Belt by leading a strategic project that enabled a new training branch to achieve profitability in its first year.
- Collected and modeled data from a Warehouse Fulfillment center, which increased space utilization by 62%.
- Analyzed and forecasted production data, which helped a manufacturing company increase throughput by 40%.

OTHER EXPERIENCE

Product Specialist @ McEwen Industries in Charlotte, NC | September 2012 – January 2014
Developed lead generation campaigns to exceed both revenue and customer retention goals.
Corporate Sales Intern @ Charlotte Motor Speedway in Concord, NC. | June 2012 – August 2012
Land Investment Intern @ Robert Pittenger Company in Charlotte, NC. | Summers of 2008 – 2010
Process Excellence Intern @ Schering-Plough Merck Pharmaceutical in Singapore. | May 2010 – June 2010
Analyzed production of Redipen and provided leaders with recommended ways to reduce waste.

EDUCATION & LIVE TRAINING

EDUCATION

Lee University - Cleveland, TN
B.S. in Business Mgmt.
Received School of Business Professional Presentation Award

Ohio State University - Fisher School of Business
Data Analytics Graduate Certificate
Graduate level certificate in python, tableau, statistics, and applied machine learning.
AI Prompt Engineering Certificate
Specialized certificate in applied AI, prompt design, and agent development.

LIVE TRAINING

Net Promoter Masterclass
Delivered by Fred Reichheld - creator of Net Promoter Score (NPS)
NPS program design, customer loyalty metrics, and closed-loop feedback system.
Tableau Visual Analytics
Advanced skills in dashboard design, visual analytics, and executive reporting