Alex Morgan

alex.morgan@example.com | (202) 555-0142

Program analyst experienced in evaluating county permitting workflows, explaining operational findings and testing changes with frontline teams.

RELEVANT EXPERIENCE

Operations Analyst | Example County Permitting Office

04/2022 – Present | 40 hours per week

- Analyzed intake and review timestamps for 240 permit applications. Found that transfers added a median of four days and recommended a single intake queue. The operations manager approved a six-week pilot.
- Briefed intake supervisors and the program manager on weekly pilot findings. Documented two routing exceptions and revised the desk guide with the supervisors before the next review.

Program Assistant | Example City Service Center

06/2020 – 03/2022 | 25 hours per week

- Compared open cases with routing records each Friday and alerted supervisors to stalled requests. Wrote a repeatable check that staff used to prepare the monthly service review.

EDUCATION AND CREDENTIALS

B.A., Public Administration | Example State University | May 2020