Amira Jensen

Operations Analyst

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CAREER PROFILE

Operations professional focused on dependable delivery and supplier reporting. Combines weekly scheduling and documented handovers with escalation redesign and clear follow-up on supplier exceptions.

PROFESSIONAL EXPERIENCE

Operations Programme Lead 2022 - Present
Northline Transit

- Cut late handovers from 18% to 7% by redesigning the escalation process.
- Led a four-person coordination team supporting 24 service sites.

Service Delivery Analyst 2019 - 2022
Merrow Logistics

- Built a scorecard covering 12 suppliers and automated monthly reconciliation.
- Introduced exception reviews that moved late-invoice follow-up from monthly to weekly.

Operations Coordinator 2017 - 2019
Kiln Services

- Standardised incident checklists across five depots and trained new coordinators.

EDUCATION

BSc Business Operations 2017
Valehurst University

SELECTED OUTCOMES

18% to 7%
Late handovers after escalation redesign

24 sites
Supported by a four-person coordination team

12 suppliers
Covered by an operational reporting scorecard

CORE SKILLS

Supplier performance

Dashboard design

Power BI

Process mapping

CERTIFICATION

Lean Six Sigma Green Belt
Kestrel Process Institute
2023

SELECTED PROJECT

Supplier review pilot
Introduced a repeatable evidence and follow-up process for three regional teams.