Jordan McDonley

Business Systems & Process Analysis

Portland, Oregon | 503.740.3546 | jmacccs@gmail.com | github.com/dkm90x

---

PROFILE

Operations-focused analyst and systems designer with experience mapping selling processes, interpreting KPI trends, developing internal tools, and translating business problems into actionable requirements. Combines a five-year record managing a remote sales team with independent spreadsheet development, workflow documentation, and AI-assisted prototyping.

AREAS OF EXPERTISE

Business Process Analysis • Workflow Mapping • Requirements Discovery • KPI Reporting • Stakeholder Communication • Root-Cause Analysis • Google Sheets • Salesforce • Documentation • User Acceptance Thinking

PROFESSIONAL EXPERIENCE

Automotive Sales Consultant | Weston Kia Buick GMC · Gresham, OR · Aug 2026–Present

Apply live customer and CRM process observations to consultative-sales execution and follow-up.

Automotive Sales Consultant | Ron Tonkin Acura · Portland, OR · Apr–Jul 2026

Identified an incomplete sales-training process, documented user needs, and independently developed a dealership application organizing guidance, scripts, inventory references, and training resources.

Sales Process Manager | Guttermans Supply · Portland, OR · Aug 2025–Jan 2026

Assessed gaps in the B2B sales process, including qualification, account profiles, cross-selling, performance targets, and order-to-fulfillment practices.

Sales Supervisor & Coach | Comcast / Xfinity · Portland, OR · Jan 2020–Sep 2025

Mapped performance gaps from Salesforce reports, sales conversion data, and call behaviors into targeted coaching and process improvements.

Designed multi-tab operational workbooks combining team KPIs, scorecards, coaching records, issue tracking, and leadership one-on-one resources.

Created interactive call-flow and agent workbook tools to standardize knowledge and support consistent frontline execution.

Managed 15 direct reports at a time, averaging 107% revenue attainment over five years with a +91 eNPS result.

Presented operational information and training across agent, supervisory, management, and director-level audiences.

Sales Representative | Comcast / Xfinity · Portland, OR · Mar 2018–Jan 2020

Provided consultative telecommunications sales, customer discovery, CRM documentation, and relevant product recommendations.

SELECTED SYSTEMS & PROJECTS

- **Comcast Performance Systems:** Operational spreadsheets and tracking resources spanning performance measurement, coaching, and manager review.
- **LifeOS — Systems Architecture:** Private work-in-progress defining raw evidence intake, structured handoffs, state tracking, and linked organizational knowledge.
- **Game Night Board:** Designed a low-complexity event attendance system based on store-owner needs; public Node.js implementation and API tests.

ADDITIONAL EXPERIENCE & EDUCATION

FUJIFILM — Maintenance / Quality Control (2016–2018) · ON Semiconductor — Equipment Operator / Trainer (2014–2016) · Walmart — Retail Management (2012–2014)

Mt. Hood Community College — general studies coursework; no degree.