

Jordan Davis

Team Lead/ Manager

Email: jordavis33@gmail.com | Phone: 925-918-0445

Location: Walnut Creek, CA 94597 | Portfolio: davisdesigns.live

Self-Motivated Team Leader with 8+ years of experience supervising high-performing teams, delivering exceptional customer experiences, and driving operational excellence in fast-paced environments. Passionate about developing people, building community connections, and creating welcoming spaces where teams and customers thrive.

CORE COMPETENCIES

Leadership & Team Development: Team Building | Performance Management | Coaching & Mentorship | Change Management | Cross-Functional Collaboration | Conflict Resolution

Analytical & Data-Driven: Data-Driven Decision Making | KPI Development & Tracking | Root Cause Analysis | Performance Metrics Analysis | Process Optimization | Continuous Improvement

Operations & Communication: Task Delegation & Prioritization | Stakeholder Management | Documentation & Reporting | Strategic Planning | Organizational Methodologies | Adaptability

PROFESSIONAL EXPERIENCE

Supervisor/ Trainer

February 2025 – Present

Philz Coffee, Lafayette, CA

- Supervise daily shift operations for a high-volume café as measured by consistent service delivery by strategically scheduling team members, managing shift coverage, and ensuring break compliance across all shifts.
- Maintain superior drink quality and customer service standards as measured by customer feedback and quality assessments by coaching baristas in real-time, modeling handcrafted beverage techniques, and holding team accountable to Philz standards.
- Develop team member capabilities as measured by promotion readiness and performance improvements by conducting ongoing training, providing constructive feedback, and partnering with Store Leaders to assess individual growth.
- Build strong community relationships as measured by repeat customer engagement by creating welcoming environments, developing personal connections with regulars, and representing Philz values in every interaction.

Senior Account Executive

September 2023 – January 2025

Invictus MSI, Pleasanton, CA

- Drove \$1M+ in client revenue growth as measured by closed contract value by implementing data-driven sales strategies and optimizing cross-functional team workflows.
- Reduced client onboarding time by 30% as measured by time-to-productivity metrics by developing standardized training processes and documentation aligned with organizational best practices.
- Improved team performance by 40% as measured by quarterly goal attainment by recruiting, mentoring, and developing 12+ associates through structured coaching programs.
- Enhanced client satisfaction scores to 95% as measured by NPS surveys by establishing clear SLA frameworks and implementing incident escalation protocols for critical client issues.

UX Designer/ Web Designer

January 2023 – Present

Freelance, Remote

- Improved user engagement by 38% as measured by session duration and task completion rates by designing intuitive wireframes, interactive prototypes, and user flows that enhanced usability and functionality across digital products for the Mindset to Momentum platform.
- Increased conversion rates by 27% as measured by A/B testing results by developing visually appealing, on-brand interfaces with optimized color schemes, typography, and imagery that elevated the overall user experience for the Mindset to Momentum platform.
- Enhanced user satisfaction scores to 92% as measured by usability testing by applying design thinking principles to empathize with users, define problems, ideate solutions, and gather iterative feedback throughout the design process for the Anthem project.
- Optimized interface performance by 48% as measured by feature adoption rates and user retention by utilizing A/B testing and data analysis to assess design impact and refine user journeys based on real-world usage patterns for the Mindset to Momentum platform.

L2 Escalations Support Team Lead

January 2017 – January 2023

First Republic Bank, San Francisco, CA

- Maintained 99.7% system uptime for web and mobile banking platforms serving 500,000+ users as measured by availability monitoring by implementing proactive incident management protocols and coordinating with infrastructure teams.
- Reduced production incident resolution time by 45% as measured by average ticket closure rates by establishing escalation procedures, creating comprehensive documentation, and optimizing problem management workflows.
- Ensured 100% audit compliance as measured by internal and regulatory review results by maintaining detailed SOPs, system documentation, and change management processes aligned with FFIEC and GLBA requirements.

- Improved cross-functional collaboration efficiency by 35% as measured by project delivery timelines by partnering with product managers, development teams, and vendors to test and deploy system updates for core banking operations.
- Decreased end-user support tickets by 25% as measured by helpdesk volume trends by developing knowledge bases, conducting training sessions on Microsoft 365 and banking applications, and implementing self-service resources.
- Managed vendor relationships and SLA compliance for critical banking technology systems as measured by service delivery metrics by conducting regular performance reviews and coordinating maintenance schedules to minimize business impact.