

ALISHA M. COPELAND

OPERATIONS COORDINATOR | PROJECT COORDINATION | BUSINESS OPERATIONS

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PROFESSIONAL SUMMARY

Operations and project coordination professional known for becoming the trusted resource teams rely on for answers, organization, and execution. Recognized for building strong cross-functional relationships, creating structure where processes are undefined, and stepping beyond traditional responsibilities to support leadership, project teams, clients, and organizational success.

CORE COMPETENCIES & TECHNOLOGY

Core Competencies • Project Coordination • Process Improvement • Operations Support • Stakeholder Management • Client Relations • Contract Administration • Reporting & Analytics • Training & Onboarding	Technology • Microsoft Office • Google Workspace • Salesforce • SAP • NetSuite • ADP • PeopleSoft • QuickBooks • SiteTracker
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CAREER HIGHLIGHTS

- Became the go-to resource for operational knowledge, internal processes, and project support across the organization.
- Frequently trusted to take ownership beyond the scope of the role and keep initiatives moving forward.
- Built trusted relationships with leadership, project teams, and clients through reliability and responsiveness.
- Created structure and consistency in areas without clearly defined processes.
- Recognized for learning every aspect of the business and becoming a dependable problem solver.

PROFESSIONAL EXPERIENCE

Tower Engineering Professionals

Project Coordinator | October 2018 – July 2026

- Served as the primary resource for project coordination, business processes, administrative operations, and institutional knowledge across the organization.
- Managed competing priorities, deadlines, client requests, and project deliverables while maintaining a reputation for responsiveness and accuracy.
- Built cross-functional relationships that improved communication, collaboration, and issue resolution.

- Developed repeatable processes, organizational tools, and tracking systems that created greater consistency and workflow efficiency.
- Coordinated project setup, contract review, reporting, invoicing, client communications, and project tracking activities.
- Maintained engineering licensing compliance, renewals, credential records, and engineering seal administration.
- Developed spreadsheets, reports, and bulk-upload processes that improved visibility and operational efficiency.
- Delivered training and became a trusted internal resource for systems, procedures, and best practices.

Business Operations & Administrative Support Professional (Contract Assignments)

October 2012 – April 2018

Organizations Supported: Eli Lilly, DOW AgroSciences, Vibrant Fusion/Wicresoft, RoModels LLC, Siemens, and Novella.

- Managed accounts payable, accounts receivable, payroll, billing, invoicing, expense reporting, and financial tracking activities.
- Coordinated travel arrangements, scheduling, calendar management, and executive administrative support.
- Prepared reports, spreadsheets, presentations, and confidential business correspondence.
- Supported FDA audits, regulatory compliance activities, quality reviews, and document management processes.
- Managed clinical trial documentation, records maintenance, and audit preparation activities.
- Administered payroll and employee support functions for teams of up to 50 associates.
- Supported project payment tracking, contract reviews, reconciliations, and stakeholder communications.
- Oversaw office operations, customer service, shipping logistics, marketing support, and business administration.

EDUCATION

Bachelor of Science, Business | Indiana Tech (2020)

Associate of Science, Business Management | International Business College