

JANE SAMPLE

CONTACT ME

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LINKEDIN

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CORE COMPETENCIES

Business Planning
Client Relations/MGT
Forecasting/Budgeting
Resource Management
Leadership/Team Building
Public Speaking/Facilitation
Processes and Efficiencies
Management Consulting
Business Development
Flexibility/Multitasking
Managing Ambiguity
Project Management
Predictive Analytics
Partnerships

APPLICATION SOFTWARE

Productivity: Google & Microsoft Suite (Excel),
Airtable, Asana, Qwilr
Sales: Salesforce (SFDC),
people.ai, Pipedrive,
Hubspot, Peoplesoft
Analytics: Periscope,
Taleo Sisense

PROFILE

Dedicated, passionate strategy and business operations leader with strong business acumen seeking to leverage progressive leadership experience and established record of successfully executing operationally complex cross-functional initiatives. An astute communicator known for analytical ability and aptitude for driving growth, quality and efficiency.

EXPERIENCE

4x OPS GROWTH **\$5.5M** BUDGET SAVINGS **50%** PRODUCTIVITY GAINS **\$100M** ARR RISK ELIMINATED

Sandlesift, San Francisco, CA

03/2020 – present

Strategy and Operations Advisor

Worked in collaboration with senior executives from multiple departments across key functional areas while deploying technical insights and guidance on proper operational workflows, policies, procedures, and client relationship management strategies.

- Implemented sales strategies and programs that improved customer satisfaction & retention to 100%, reduced churn by 220%, and lead to an acceleration in revenue growth (2x) within two quarters.
- Built operational processes from the ground up improving company-wide communication, clarity on cross-functional objectives on product strategy and product engineering (test/yield/reliability analytics).
- Improved company's ability to build, launch, and grow Ecommerce product management teams output by 300% (4 brands per year to 4x per quarter).

Toupe, Emeryville, CA

2016 – 2020

Senior Global Operations Manager

Progressed rapidly through strict promotion requirements, spending first year as Program Manager, culminating in senior management role with oversight of Customer Success Operations, Global.

- **50% productivity gains** and rapid re-implementation by programs across Marketing, Customer Success, Professional Services, and Engineering; presented findings to internal operations, including groups and individuals, both orally or in written formats.
- **Developed and implemented a scalable and profitable ARR growth strategy**, re-designing existing forecast model from current state of 44% predictability and 30 day visibility to action-oriented model in Salesforce (SFDC); resulted in 69% predictability, 90 day visibility, and elimination of churn risk to secure more than **\$100M in ARR + up-sells, within one quarter**.
- Partnered with leadership to identify, design, and deliver strategic projects aimed at reducing operational costs of each customer-facing department, with **over \$5.5M in budget savings** while upholding expected standard of quality.

EDUCATION & PROFESSIONAL DEVELOPMENT

San Diego State University, San Diego, CA

Bachelor of Arts, Psychology, Industrial Organizational Concentration, 2013

Wharton Online

Business Foundations Specialization, 2019 - 2020