

## Senior Program Manager – Business Operations & Enterprise Delivery

### Operational Strategy | Cross-Functional Leadership | Revenue Performance | Executive Reporting

Senior Program Manager with 10+ years leading cross-functional business operations and enterprise delivery initiatives across SaaS and technology organizations. Proven record of translating complex operational challenges into structured, scalable programs that improved revenue predictability across \$15M+ portfolios, strengthened operating controls, and enabled executive-level decision-making. Experienced operating in ambiguous environments and driving measurable performance improvements across product, finance, and operations stakeholders.

### Key Career Achievements

- 91% renewals & 95% CSAT across a \$15M+ ARR enterprise book via success plans, ROI dashboards, and EBRs.
- 98% delivery success across 100+ SaaS initiatives through structured risk management and cross-functional leadership.
- Led 10+ enterprise SaaS integrations post-M&A, aligning delivery teams, operations, and leadership across ambiguous environments.

#### Business Operations & Strategy

- Revenue & Portfolio Performance
- Operational Planning & Prioritization
- Executive Decision Support
- Process Improvement

#### Program Leadership

- Cross-Functional Leadership
- Executive Reporting & QBRs
- Risk & Dependency Management
- Stakeholder Alignment

#### Systems & Analytics

- Performance & KPI Dashboards
- Workflow Automations & Tooling
- Data-Backed Decisions
- Salesforce, Power BI, Jira

## PROFESSIONAL EXPERIENCE

### Senior Business Analyst - Strategic Data Operations

2024 to 2025

#### *Chevron (Contract)*

- Built three low-code tracking systems (Power BI, Salesforce workflows) to improve compliance oversight and forecasting accuracy across enterprise applications.
- Identified recurring operational gaps and automated manual workflows, reducing process friction and improving execution clarity across cross-functional teams.
- Developed executive dashboards used by senior leadership to monitor performance risks and resource allocation in real time.
- Acted as the liaison & connective point between business units, application teams & leadership to keep roadmap priorities aligned with operational goals.

### Program Manager, Customer Success

2022 to 2023

#### *Vertafore*

- Led operations for a \$15M+ ARR enterprise portfolio, supporting 91% renewal performance through disciplined execution planning and executive business reviews.
- Worked closely with Sales, Product, and Finance across 29 enterprise SaaS applications to align delivery workflows with revenue forecasts and portfolio health targets.
- Standardized dashboards and delivery controls across 29 enterprise SaaS applications to reduce delivery risk and improve transparency & performance KPI's.
- Identified root causes of delivery bottlenecks and drove process improvements that strengthened adoption and performance.

### Founder & Principal Consultant

2020 to Present

#### *Jones CBC, LLC.*

- Founded and led a consulting practice delivering program management and revenue operations support, managing concurrent enterprise engagements and driving measurable outcomes across SaaS, tech and telecom clients.
- Managed a portfolio of concurrent enterprise engagements, providing structured program execution, stakeholder leadership, and measurable delivery outcomes.

- **Key Projects & Contracts**

- **Program Manager, Customer Success & Implementation - Agile Brains Consulting (Contract)** **2024 - Present**
  - Managed the agile transformation team focused on training & implementing agile software development methodologies.
  - Directed multi-workstream transformation initiatives impacting 100+ systems, aligning operational strategy with leadership objectives and measurable milestones. Programs included Boulder, Colorado, New York State and Phoenix, Arizona.
  - Trained 200+ engineers on a custom agile framework, building adoption with tailored workshops & coaching. Led 65+ interviews and focus group sessions with senior leadership to gain insight and alignment on key internal objectives.
- **Senior Project Manager of Business Intelligence & Scrum Master - Vail Corporate (Contract)** **2022**
  - Managed 5 BI portfolio managers, streamlining new project intake and consistently improving project deliveries.
  - Delivered 10+ Agile projects with sprint planning, standups, demos, and retros, all with clean execution and team engagement.
  - Led 3 full-lifecycle initiatives from kickoff through scope, forecasting, and risk resolution, ensuring consistent velocity and on-time delivery.
- **Program Manager - Strategic Planning, Enterprise - Charter Communications (Contract)** **2021**
  - Consolidated performance reporting across 96 enterprise initiatives, improving prioritization clarity and capital allocation decisions across 53 divisions.
  - Partnered with leadership to align roadmaps, operating models, and resource planning with strategic business objectives.
- **Project Manager, Sales Strategy & Delivery - SalesHive (Contract)** **2020**
  - Led delivery of outbound revenue programs, overseeing execution, performance tracking, and operational health across multiple client accounts.
  - Partnered with clients on sales strategy and messaging direction, aligning outbound programs with pipeline goals and revenue expectations that drove 156% of client quota targets.

## Senior Business Consultant

**2017 - 2020**

### *Comcast Business*

- Managed **\$10M+** B2B portfolio; partnered with IT and operations on communications/network solutions tied to business goals.
- Awarded the Circle of Excellence award in 2019 for top sales performance and client retention in the division.

## Business Accounts Manager

**2010-2015**

### *Apple Inc.*

- Grew new business accounts by 27% year-over-year by leading a 7-person team across sales, support, and customer onboarding.
- Built and ran a quarterly training program for 700+ employees across 6 stores, improving customer satisfaction and raising NPS scores.

## CERTIFICATIONS

- Certified Program Manager - Microsoft Corporation
- Certified SAFe Scrum Master - Scaled Agile Inc.
- Certified Six Sigma Champion - Management & Strategy Institute
- Professional Certificate in A.I. Engineering - Vanderbilt University
- Certification in Executive Management - Management & Strategy Institute

## EDUCATION AND CREDENTIALS

Bachelor of Science (B.Sc.) in Marketing Management  
Colorado State University, Fort Collins, CO

**Technical Proficiencies:** Salesforce; Jira; Confluence; SaaS; SAP; IBM; Power BI; Visio; API's; Azure Dev Ops; Microsoft Project & Office