

Contact

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(LinkedIn)

Top Skills

Data Modeling
Data Hygiene
Pipeline Management

Languages

English (Native or Bilingual)
Spanish (Limited Working)
Chinese (Mandarin) (Native or Bilingual)

Certifications

Tableau Desktop Qualified Associate
Certification

Jack Jia

Strategy and Operations Leader | GTM | RevOps | ex-Uber | ex-
Rocket Internet
San Diego, California, United States

Summary

Upon completing his MBA, Jack's entrepreneurial spirit took him to some of the fastest-growing consumer tech ventures worldwide including Ripple, Uber, and Rocket Internet where he gained valuable experience in running and scaling business operations and generating growth. Jack's fluency in business process, ability to adapt to the quick-changing needs of agile startups, and strong desire to provide incredible customer experience have contributed to Ripple's positioning as the leading blockchain fintech technology. Jack thrives and excels at working in challenging and fast-paced environments.

Experience

Ripple

Sr. Manager Global GTM Strategy & Operations
April 2021 - Present (3 years 10 months)
San Diego, California, United States

In my role at Ripple, I lead global forecasting and deal desk teams to optimize revenue operations processes, manage pipeline and sales tech stack, and collaborate with cross-functional teams to drive revenue growth globally.

- Streamline processes for a seamless money transfer experience
- Enhance sales enablement support and data governance
- Contribute to the expansion of blockchain and cryptocurrency solutions across 55+ countries

Fuel Cycle

Sales Operations Manager
July 2019 - March 2021 (1 year 9 months)
Greater Los Angeles Area

Fuel Cycle's market research cloud solution empowers organizations with on-demand market understanding for real-time business decisions.

Fuel Cycle powers the world's most customer-centric brands including Amazon, Google, Facebook, Target, Hulu, A&F, Church & Dwight, Viacom, AIG, and more. Our partners include Salesforce, Marketo, SurveyGizmo, Voxpopme, and many others across the MR ecosystem.

Strategic Planning

- Account planning and territory management
- Sales strategy and sales coverage

Sales Operations

- Leads AE and SDR team sales cadence
- Sales Systems Management (SFDC, Salesloft, DealHub CPQ, Gong.io, ZoomInfo, ConnectAndSell)
- Deal structuring and CPQ system management
- Reporting, Dashboarding, and Performance Metrics
- Process design and optimization
- Data hygiene and data integrity
- Sales training

Imaginato

Director of Sales Strategy and Operations

2016 - 2019 (3 years)

Greater Los Angeles Area

Imaginato is a technology development partner powering commercial web and mobile platforms worldwide. Our clients range from venture-backed technology companies to established offline retailers and our services provide a complete offering for our clients to execute their digital strategies.

Strategic Planning – Define sales plans based on brand positioning, new services, pricing, and fee structure. Research and implement regional go to market strategies.

Sales Operations - Setup and own sales CRM system. Drive monthly sales pipeline, revenue reporting, and sales forecasting to stakeholders. Design and track all sales metrics.

- Roll out new policies and business processes to support new CRM implementation.
- Contract management of all client agreements including SOWs, MSAs, and NDAs.

- Align and collaborate with finance and legal to solve invoicing issues and payment resolution.
- Sales compensation design and implementation.

Operations Management – Conceptualize and drive new processes across all departments.

- Design and optimize client experience journey, brand touchpoints, and client feedback system.
- Designed dashboard system including KPI, OKR, SOP, resource utilization, and recruiting progress.

Cheetah Mobile

Head Of Sales Operations

2015 - 2016 (1 year)

San Francisco Bay Area

Leading app developer (NASDAQ: CMCM) - Musical.ly, Live.me, Clean Master, Piano Tiles 2

Sales Operations – Managed and supported team of +40 sales professionals and sales ops team of 3 to support and drive global sales. Own Salesforce platform.

- Salesforce.com implementation across 3 int'l sales offices (US, EMEA, and APAC). Reduced contract approval times by half through process improvement in Salesforce.
- Sales cadence and forecasting - weekly pipeline and forecasting reviews.
- Shareholder reporting - sales productivity, pipeline, forecasting, and sales analysis.
- Collaborate and aligned with finance to identify and recover revenue due to operational inefficiencies.
- Training and coaching with sales teams (+40 ppl) on new Salesforce implementations, features, and best practices.

Sales Management - Selected by the executive team to spearhead the company's first foray into India market.

- Clients included Suzuki, McDonald's, Land Rover, Durex, Starbucks, Unilever.

Tiger Group

Cofounder

2014 - 2015 (1 year)

Hangzhou, Zhejiang, China

Digital Marketing – defined digital road-map and strategy for user acquisition via SEM/Google AdWords, SEO, third party platforms. Brand positioning based on core advantages.

Company Setup – hiring, business and import export licensing, marketing and sales strategy, KPIs

Business Partnerships – developed over 10 strategic large scale partners in the Zhejiang area, diversified product line by 216%.

Financial Control - complete company P&L responsibilities; weekly and quarterly budget planning

Uber Technologies

Operations Manager

2013 - 2014 (1 year)

Shanghai, China

World's largest on-demand transportation platform.

Operations Management - Owned city-wide supply growth and management of +60 drivers.

- Increased driver quality by achieving the lowest ETA and highest user rating in Asia.
- Achieved driver acceptance rate of 90% through active micromanagement of drivers and design of driver incentive program.
- Grew city supply to over 30 vehicles in 3 months including training of over 60 drivers.
- Innovative comp plan: design and scheduling of base pay and incentive programs.

Data Analysis - Supply and demand modeling using Excel and SQL.

Implemented strategies increasing driver response rates and shortened ETA times.

Negotiations – Trimmed local supply cost while maintaining driver quality.

Rocket Internet SE

Operations Specialist

2011 - 2013 (2 years)

Beijing, China

Rocket Internet (ETRA: RKET) is the largest, fastest and most successful international online venture builder. Our team has been building online companies since 1999 and has created over 100 market leading companies in 40+ countries (e.g. Lazada, Zalando, Groupon Int'l, Wimdu, Jumia)

Sales Operations - Managed and supported the sales team of 42 salespeople across 14 cities.

- Dashboard design, including reps, pipeline, forecasting, and attainment reporting.
- Sales cadence design and setup. Monitor and measure sales productivity.
- Led weekly sales meetings including pipeline and forecasting reviews.
- Manage companywide P&L and assist in budgeting and planning for local city teams.
- Revenue review and forecasting to stakeholders on a quarterly basis.
- Sales comp management - structure, implementation, and iterations

Business Strategy – Reached exponential user growth through data-driven market research, identifying trending online growth opportunities, and an in-depth understanding of the local short-term rental market and host business needs.

Business Intelligence – Collaborated with BI team to integrate website analytics, user data, and CRM giving full visibility into user behavior and increasing user growth and retention.

Operations – Boosted property upload rate through improved QC process, simultaneously increasing client satisfaction. Designed and implemented companywide KPIs and OKRs. Management of company P&L, reporting to board and stakeholders.

Education

UC Irvine

Bachelor of Arts, International Studies · (2000 - 2006)

Brandeis International Business School

Master of Business Administration (M.B.A.), International
Business · (2009 - 2011)

Activity

01/08/2025, Viewed by Joshita Malvi