

NEIL FRYE

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Accomplished Professional Services Leader with **14+ years** in **customer service, consulting, strategy, operations, and business intelligence**. Proven in **scaling global teams, leading 500+ client implementations**, and **driving revenue growth**.

Key Achievements:

- ✓ **Scaled revenue** from **\$10M to \$100M+ in ARR**, expanding the customer services team from **4 to 100+ employees**.
- ✓ **Improved reporting** accuracy by **50%**, saving **100+ hours weekly** through automation.
- ✓ **Implemented data-driven service strategies**, reducing **TTV by 25%** and optimizing margins.

WORK EXPERIENCE

STRIPE | 02/2024 – 01/2025

Strategy and Ops Lead (Interim Head of Strategy & Ops, 04/24 – 10/24)

Overseeing the global operations within 3 months, leading strategic initiatives in order to optimize professional services operations, scale teams, building sales advisory support, and drive revenue growth.

- Built strong relationships with executive stakeholders, collaborating across sales, operations, and product teams to enhance service offerings.
- Promoted within 8 weeks to lead global ProServ Ops, driving a 40% increase in operational efficiency and overseeing strategic initiatives.
- Spearheaded automation efforts, saving 100+ hours weekly and improving reporting accuracy by 50%.
- Led global forecasting & MBO planning, establishing targets, and driving a 15% improvement in corporate reporting accuracy within 2 months.
- Architected SQL-driven business intelligence solutions, enhancing operational efficiency by 25% and securing \$1M+ in additional funding.

STRATEGY & OPERATIONS, BUSINESS PARTNER

- Optimized global ProServ reporting, integrating automated solutions across AMER, EMEA, and APAC.
- Standardized metrics and forecasting processes, ensuring alignment across sales and operations.

KANTATA | 02/2022 – 01/2024

DIRECTOR, PROFESSIONAL SERVICES

Promoted to lead an expanded global sales services function post-M&A, optimizing retention by 230%, increasing lifetime value and reducing churn through strategic service optimization.

- Synthesized sales, marketing, and customer data to develop new service offerings, SOWs, and analytics programs for clients.
- Implemented data-driven service strategies, reducing TTV by 25% and optimizing margins.
- Setup OKRs and consistently exceeding KPIs such as increasing billable utilization by 10% YOY.
- Led analytics platform delivery strategy for 2,500+ global clients, driving 25% YoY revenue growth through data-driven service improvements and product enhancements.
- Led a high performing team of consultants/managers and steered 100+ client implementations to go live each year.
- Enhanced client engagement and retention by implementing data-driven outreach plans, resulting in a 20% increase in upsells within 3 months.

SKILLS

Adoption, Analytics, Business Operations, Client Management, Coaching, Cross-functionally, Customer Engagement, Customer Success, Data insights, Executive Leadership, High Performing Teams, Management Consulting, Partner management, Problem Solving, ProServ Leadership, python, Salesforce, SQL

EDUCATION

MS in Information Technology

California State University Fullerton

BA in Business Administration

California State University Fullerton

MAVENLINK | 01/2016 – 01/2022

SENIOR MANAGER, PROFESSIONAL SERVICES

Increased annual revenue from \$10M to \$100M+ by expanding the customer services team from 4 to over 100, enhancing service delivery capabilities.

- Leader of a global analytics consulting practice, mentoring a team of 11 professionals in delivering complex BI solutions that reduced report delivery time by 30%.
- Oversaw Professional Services, managing daily operations and providing thought leadership.
- Facilitated communication and collaboration across cross-functional teams, accelerating service excellence.
- Standardized frameworks and implemented BI tools, across global teams, cutting reporting cycles by 15%.

MANAGER, PROFESSIONAL SERVICES

- Streamlined the PS delivery process by re-training the team and creating supporting tools, slashing implementation timescales by 20%.
- Established and oversaw the delivery relationships with customers and partners and provides thought leadership on multi-phased, complex, and end-to-end solution deliveries.
- Provided portfolio governance and oversight to drive lifecycle optimization and alignment across all SaaS related strategy and planning initiatives.

SENIOR BUSINESS INTELLIGENCE CONSULTANT

- Collaborated with clients and the business to set and execute strategic direction for Business Systems and Analytic solutions.
- Created the first Professional Services technical consulting team, leading 5 technical consultants.
- Expert storyteller with data and often provided strategic direction to large enterprise customers.

PARKER HANNIFIN – AEROSPACE | 06/2012 – 01/2016

INFORMATION TECHNOLOGY ANALYST

- Spearheaded the integration of new ERP systems, ensuring seamless data migration and alignment with organizational objectives.
- Led the implementation of data harmonization initiatives, improving data consistency across multiple departments and supporting enterprise-wide decision-making.

CITY OF ANAHEIM – POLICE | 11/2007 – 05/2012

POLICE CADET – I.T.

- Assisted in managing IT systems and databases, ensuring data integrity and security, which contributed to a 15% reduction in data errors.
- Implemented and supported Versaterm RMS systems that improved data retrieval efficiency by 25% and reduced data entry errors by 20%.

CERTIFICATIONS

High Performance Team Coach | 02/2014 – 02/2014

Parker Hannifin

AWARDS & SCHOLARSHIPS

Top Performer award | 01/2019

Top Consultant award | 01/2017