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# **Summary**

Ambitious innovator with a penchant for cross functional collaboration. Eager to commit the better portion of my waking life toward making the world better. If you’re reading this, that means we share this goal.

# **Experience**

## APRIL 2017 - JULY 2018

### **Activate (Formerly Bloglovin’)** *- Senior Manager of SaaS Strategies & Customer Success*

* Provided technical and strategic insights to agencies and brands leveraging platform to execute successful influencer marketing campaigns.
* Proactively cultivated relationships with clients by regularly sharing updates, collecting feedback, and facilitating collaboration with development team.
* Performed market research to help inform product roadmap and strategic angle for sales team.
* Used interactions with users to define requirements for growth driving platform innovations.

## AUGUST 2015 - APRIL 2017

### **Bloglovin’,** *- Product Support Manager*

* Reconstructed support efforts to place emphasis on seamless collaboration between community and development team.
* Oversaw the launch and fine tuning of ticket system to enable effortlessly detailed documentation of recurring site issues.
* Developed new site features to eliminate unnecessary reliance on customer support.
* Participated in recruitment process and was responsible for training, mentoring and management of support team.
* Leadership has resulted in a 50% decrease in case load and an average response rate under 3 hours.

## JUNE 2014 - JANUARY 2015

### **Squarespace** *- Product Solutions Lead*

* Isolated pain points for Squarespace end-users for development team to eliminate common problems and decrease workload for Customer Operations.
* Tracked server related bugs and prioritized their significance to better communicate product needs to development team.
* Performed rigorous testing on new product features prior to release.

## APRIL 2013 - June 2014

### **Squarespace** *- Customer Operations Lead*

* Oversaw efficiency of shifts and provided detailed performance reports for management.
* Introduced new innovations to department resources to make work easier and more fun for colleagues.
* Facilitated success for new employees via personal training and process documentation.
* Engaged with Squarespace users in an efficient, and accurate manner while maintaining the warmth and levity one would expect from a friend.
* Updated knowledge base to reflect changes to the platform.

## OCTOBER 2012 - MARCH 2013

### **Apple G Real Estate** *- Sales Agent*

* Designed visually pleasing ads for apartment leads and optimized their exposure to various social platforms.
* Worked closely with clients to match them with the apartment that best fit their needs.

# **Skills**

Web Development, Ruby, Python, SQL, Product Management, Agile, Jira, Account Management, Customer Support, ZenDesk, Social Media Marketing

# **Education**

## SEPTEMBER 2007 - MAY 2010

### **Western Connecticut State University** *- Bachelor of Arts, Psychology*