

# **JEREMY RAMEY**

jsr110187@gmail.com

770-940-7288

## **PROFESSIONAL SUMMARY**

Implementation and operations professional with 9+ years of experience supporting users on technically complex implementations and integrations, partnering closely with Engineering and Product to support APIs, SSO, data workflows, and system configurations while translating technical requirements into scalable customer success outcomes.

## **PROFESSIONAL EXPERIENCE**

### **Uber Technologies – Growth Implementation Lead** San Francisco, CA | Jun 2022 – Jul 2025

- Led end-to-end implementations for high-profile enterprise customers including Snowflake, Databricks, Ford Motors and NFL-affiliated organizations, owning discovery, configuration, integrations, testing, and go-live execution.
- Managed 25–40 concurrent implementations across mid-market and enterprise accounts, balancing complex timelines, technical dependencies, and stakeholder expectations.
- Delivered a 83%+ on-time launch rate, coordinating cross-functional teams across Sales, Product, Engineering, and external partners to ensure successful enterprise go-lives.
- Implemented and supported API-driven and file-based integrations (SCIM, SFTP, Concur, Workday and Ramp) ensuring secure provisioning, accurate data mapping, and reliable system performance.
- Led customer training and enablement for enterprise stakeholders, driving strong adoption within the first 30–90 days post-launch and minimizing post-launch escalations.
- Served as the primary implementation owner for complex accounts, translating business requirements from finance, IT, and operations teams into scalable technical solutions.
- Identified post-launch optimization and expansion opportunities during implementation, supporting program growth and incremental ARR by expanding user groups, regions, and workflows after initial activation.

---

### **U.S. Bank – Senior Fraud Support Analyst** Miami, FL | Feb 2022 – Aug 2022 (Contract)

- Handled time-sensitive, high-risk user issues related to fraud detection and system alerts.
- Investigated account activity, diagnosed system and process issues, and escalated critical cases.
- Worked independently with minimal supervision, prioritizing issues based on impact and urgency.

- Documented findings and resolutions to support audits and operational continuity.
- 

## **Cloudbeds – Customer Success Manager**

**Miami, FL | Mar 2020 – Aug 2022**

- Led large-scale mid-market and enterprise program launches supporting 640,000+ users, driving rapid adoption through strategic onboarding, executive alignment, and targeted enablement—resulting in sustained utilization and measurable post-launch success.
  - Owned post-implementation customer outcomes by partnering cross-functionally with Sales, Product, and Engineering to resolve technical challenges, optimize integrations, and deliver a seamless end-to-end customer experience.
  - Drove revenue expansion and retention by identifying upsell and usage-growth opportunities, increasing gross bookings by up to 35% within 90 days and generating six-figure ARR through adoption-led success strategies.
  - Acted as a trusted advisor to enterprise stakeholders by translating customer goals into actionable success plans, delivering data-driven insights, and proactively mitigating risk to ensure long-term partnership value.
  - Contributed to internal documentation and support process improvements.
- 

## **Booking.com – Partner Support Coordinator**

**Atlanta, GA & Miami, FL | Feb 2015 – Mar 2020**

- Supported hotel partners through account setup, verification, and platform navigation.
  - Responded to high volumes of inquiries while maintaining accuracy and service quality.
  - Created SOPs and training materials that improved support consistency and reduced ramp time by 40%.
- 

## **Marriott International – Event Sales Specialist**

**Atlanta, GA | Oct 2010 – Jan 2016**

- Delivered client-facing support in fast-paced operational environments.
  - Maintained service standards through clear communication, documentation, and process adherence.
- 

## **Education**

- Python & SQL Certification (In Progress)