

## **Jason Michael Jon Simon**

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### **PROFESSIONAL EXPERIENCE**

#### **Glassdoor, Customer Success Specialist**

***June 2017 - Present***

- Partners and works closely with Sales to manage customers success metrics and expectations, monitors and measures customer satisfaction, succinctly communicates ROI, and ensure customer growth and renewal within the Glassdoor product suite
- Monitor and manages employer content and recruitment advertising campaigns including Cost-Per-Click (CPC) & Display advertising
- Acts as a liaison between internal teams to ensure customer needs are being met; coordinating amongst implementation, sales, marketing, finance, and product teams
- Analyze and monitor customer data to draw insights and optimizations with the goal of communicating those findings to the customers as well as adjust campaigns for better marketplace performance
- Manage potential internal and external facing projects, including process improvement for team, team trainings, and strategic customer initiatives
- Keep all customer needs, questions, contract information, and actions up-to-date using SFDC, Gainsight, and Lightning

#### **PRO Unlimited, Client Services Representative**

***June 2014 - May 2017***

- Works onsite at Genentech and manages the HR needs for their contractor workforce
- Serves as the first point of contact for Genentech employees and managers on new employee training, IT requests, vendor processes, and security policies
- Coordinates contractor onboarding requirements with Genentech managers including background screening, workforce policy updates, employment eligibility, termination, and other HR processes
- Has led and coordinated 300+ new hire orientations to educate new contractors on their benefits and expected best practices while working at Genentech
- Manages and protects confidential employee information in PRO's proprietary database
- Collaborates with cross-departmental teams at Genentech in regards to data auditing, payroll, and employee benefits

#### **Kforce, Talent Qualification Specialist**

***Dec. 2013 - May 2014***

- Assessed clients' hiring needs and connected them with prospective candidates to fill their talent pipeline and ultimately hire based on business needs
- Performed résumé reviews and assessed applicants' qualifications to determine whether a candidate was suitable for the application process

### **EDUCATION**

Dominican University of California

Major: Humanities and Cultural Studies with a discipline in Environment, Culture & Sustainability

Minor: Business