

# Jimmy Sloan

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## EXPERIENCE

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**Aquant** – AI Co-Pilot for Field Service II Series C - \$115M from Insight, Lightspeed... II ~130 FTE

**Senior Manager, Revenue Operations** (Washington, D.C.)

Nov. 2021 – Dec. 2023

- **Operationalized Rev Ops:** ARR grew from \$3M to \$10M and NRR increased from 82% to 124% during my time. Led strategic GTM initiatives, including many 0-1 e.g. Customer Journey, Incentive Plans, NPS Surveys, CS Platform
- **Unified Customer Funnel:** Decreased close time from 173 to 95 days and customer time to value from 64 to 14 days over the course of 6 months by redesigning the full customer lifecycle in Salesforce. Project completed in 2 months
- **Launched Growth Strategy:** Identified \$10M in new pipeline opportunities after launching an account white spacing strategy. My custom net revenue retention metric increased 42% over two years with an aligned bonus structure
- **Ran New Sales Strategy:** Delivered findings that pivoted the company's strategic direction to an AI Co-Pilot product. Owned C-Level standups, worked with sales reps to progress individual deals, conducted pipeline & win/loss analysis
- **Evolved GTM Tech Stack:** Saved \$85k and ~11k hours annually after auditing CS, BI, Product Analytics, and Project Management systems. Led evaluation, selection, negotiation, and implementation. Drove onboarding and adoption
- **Built Operating Cadence:** Increased GRR from 67% to 100% for top 12 customers (comprising 90% of ARR) after launching executive-level cadence of customer reviews and forecasts, requiring aggregating inputs from 40+ people
- **Increased Team Efficiency:** Decreased ramp time from 6 to 4 weeks (saving ~\$100k annually) by redesigning new hire training. Increased Customer/CSM ratio 50% by cutting customer onboarding time from 18 to 12 weeks

## Oracle Corporation

**Senior Program Manager, Revenue Operations** (Washington, D.C.)

Oct. 2020 – Nov. 2021

- **Consistent Performance & Progression:** Top 5% performer at Oracle. Promoted 5 times across 3 different revenue functions (SE, CS, Program Management) in 7 years. Won 2 awards for IC performance and 1 for internal collaboration
- **Owned 17 Sales Plays:** Launched 17 Cloud tech plays initiating 95 projects and \$19M expansion growth in 5 months. Developed content repository and a SQL-based lead tracker. Ran 8 enablement sessions averaging >100 participants.
- **Improved Revenue Productivity:** Drove change management leading to 50% increase in revenue generating activity and quarterly 20% pipeline increase. My productivity analysis of the revenue organization informed the strategy shift

**Senior CSM & Sales Engineer – Team & Rev Ops Lead** (New York, NY)

Jul. 2014 – Oct. 2020

- **Cloud Team Founding Member:** Helped grow team from 8 to 500+ globally and \$1M to \$1B ARR. Assisted headcount planning, conducted interviews, onboarded 15 new hires (2 won awards), established Enterprise B2B best practices
- **Team Leader:** As a Team Lead, helped manage a \$185M+ book of business and led key team initiatives: customer segmentation, territory assignment, revenue retention forecasting, new hire training, product escalations...
- **Delivered Customer Value:** As a CSM, managed up to \$31M, averaging 120% Net Retention and 92% Utilization. Secured 15 reference customers. Increased CSAT from 62% to 89% by redesigning customer onboarding process
- **Launched Beta Product Sales Motion:** Owned end-to-end motion that grew pipeline \$2M in 6 months. Stood up & managed deal desk and CPQ templates. Developed collateral and led 8 enablement sessions for >200 salespeople

## EDUCATION

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**Northwestern | Kellogg Executive Education** - Product Strategy Certificate

Apr. 2020

**HBX | Harvard Business School** - CORE: Credential of Readiness, Pass with High Honors

Aug. 2016

**University of Virginia, School of Engineering & Applied Science** - B.S. Engineering Science

May 2014

## LEADERSHIP

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- **Operators Guild:** Founding member of D.C. Chapter for leading Tech / SaaS operators
- **Catalyst.io Coaching Corner:** Mentor to 6 aspiring and early career GTM professionals
- **NYC Marathon '20:** Completed under my target time while raising \$4,575 for the Robin Hood Foundation
- **Eagle Scout** (2008)