



JENN BACON

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ABOUT ME

I'm an Operations Executive with a passion for guiding companies through the complexities of rapid scaling and growth. My experience spans large enterprises and multiple startups, giving me a diverse background that sets me apart as a leader. I've achieved proven success in building and leading teams across People Operations, Sales, Customer Success, Program Management, and Learning & Development. I believe in fostering inclusive collaborative cultures where individuals are engaged, empowered, and inspired to drive results.

EXPERIENCE

OJO Labs | VP/SVP, People Operations

JAN 2020 - PRESENT

Built an inclusive and thriving culture while leading the People Operations team at OJO, overseeing key functions such as Benefits, Compensation, HR Business Partners, Recruiting, Learning & Development, DEI initiatives, Internal Communications, and Facilities.

- **Scaled the People Operations team** into a multi-departmental organization supporting all facets of Human Resources.
- **Developed OJO's DEI program**, including the formation of a DEI task force and the launch of multiple Employee Resource Groups (ERGs).
- **Hosted multiple leadership events**, such as the OJO Women Connect Summit, OKR Planning Session, and Strategic Leadership Planning Sessions, fostering leadership development and strategic alignment.
- **Established a comprehensive Wellness Program** and successfully maintained neutral benefits costs for three consecutive years.
- **Key member of the due diligence team** for multiple M&A projects, including RBC Canada, Movoto, and WolfNet, leading the transition teams to fully integrate these organizations into OJO.
- **Launched a compensation program** ensuring pay parity between genders, reinforcing OJO's commitment to equity.
- **Recipient of multiple Best Place to Work Awards**, including Forbes, Austin American-Statesman, and Built In Austin.
- **Built a robust Learning & Development program** encompassing compliance training, onboarding, leadership development, DEI initiatives, and Executive Coaching.
- **Developed and scaled an award-winning intern program**, recognized as the 2023 Code 2 College Corporate Partner of the Year..



Main Street Hub/GoDaddy | VP, Sales L&D

AUG 2016 - DEC 2019

Led a diverse team of learning facilitators, support managers, program managers, and quality specialists, driving alignment and enhancing overall sales effectiveness.

- **Doubled new hire performance metrics** and significantly reduced onboarding time by overhauling the new hire curriculum and streamlining the onboarding experience.
- **Developed and launched 20+ programs** by designing and managing the sales enablement governance process and training curricula, resulting in increased revenue per rep, average selling price (ASP), and close rates.
- **Reduced time-to-hire and lowered new hire churn** by implementing monthly post-mortem reviews and introducing pre-hire assessments.
- **Established implementation strategies** for product, process, and tool rollouts, ensuring smooth transitions and adoption across teams.
- **Created leadership development programs**, including a quarterly manager training series, and facilitated annual leadership summits to drive future leadership growth.
- **Played a pivotal role** in executing the GoDaddy acquisition sales integration projects, ensuring seamless integration and alignment across teams.

Alchemy Systems | Sr. Director, Customer Operations

OCT 2010 - AUG 2016

Fully responsible for designing and scaling global processes and programs, ensuring that Alchemy's clients consistently received a world-class customer experience. I personally led and developed a high-performing team of customer experience representatives, trainers, and implementation managers, driving operational excellence and maximizing client satisfaction on a global scale.

- **Led and executed project planning**, external communications, customer training, and product shipments for over 20 global product launches.
- **Advocated for customers** by influencing product roadmap prioritization through the creation of a feedback forum between development and product teams, ensuring better alignment with customer needs and priorities.
- **Achieved record-breaking customer engagement scores:** 93% Customer Satisfaction, 95% Recommendation, and 97% Customer Retention.
- **Expanded customer training** by building a robust training library and increasing training attendance by 6x through on-demand training solutions.
- **Enhanced first-call resolution rates** by designing new call routing methods and segmenting campaigns, resulting in improved customer service efficiency.

Dell Computers | Manager, Global Instructional Design

OCT 2008 - MAY 2010

Led a global team of instructional designers responsible for creating differentiated learning solutions for Dell's Consumer Retail, Sales, and Technical Support agents.

Dell Computers | Performance Consultant, L&D

JUL 2006 - OCT 2008

Led multiple global projects targeted at improving processes, procedures, and customer experience metrics. Responsible for conducting needs analysis with global business stakeholders to create learning interventions to enhance the customer experience.

MCI/Verizon | Sr. Manager, Business Operations

OCT 1994 - JUL 2006

Led the Austin Call Center Support Teams at MCI, overseeing budgets and compensation to enhance sales performance through innovative call campaign strategies. Responsible for hiring, executing on internal product launches, training new hires, and conducting business analytics to drive success.