JON SHOLL

Business Operations | Customer Operations | Revenue Operations

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PROFESSIONAL SUMMARY

Customer Operations and Business Operations leader with 10+ years of experience improving customer experience, operational performance, and cross-functional execution across SaaS, technology, financial services, and enterprise organizations. Experienced in leading process optimization, SLA management, customer lifecycle improvements, CRM operations, and KPI reporting while partnering across Sales, Customer Success, Operations, and Product. Passionate about leveraging AI automation, analytics, and workflow design to build scalable, customer-centric operations.

CORE SKILLS

- Customer Operations
- Business Operations
- Revenue Operations
- Process Improvement
- Customer Lifecycle Management
- Customer Training
- SOP Development
- Project Management
- Cross-Functional Collaboration
- Customer Experience
- KPI & Performance Reporting

TECH STACK

- Salesforce
- HubSpot
- N8n
- SQL, Python
- Power BI
- Tableau
- Excel
- Google Workspace
- Microsoft 365
- Zendesk
- Claude

EXPERIENCE

Operations Volunteer *Jul 2025 – Present*

SPCA Singapore (Part-time)

- Supported daily operations of one of Singapore's largest animal rescue organizations, coordinating logistics and workflows across a fast-paced shelter environment
- Managed end-to-end event logistics for monthly community adoption drives, including volunteer coordination and public engagement
- Applied structured resource planning to assess and respond to shifting operational needs

Capability Building *Dec 2024 – Jul 2025*

Singapore

- Completed certifications in HubSpot Service Hub, HubSpot Revenue Operations, Python/SQL for Data Analytics, and Anthropic AI Fluency
- Developed hands-on projects in SQL and Python for data analysis and reporting workflows
- Designed AI-powered workflow automations using **n8n**
- Built and deployed a personal portfolio site showcasing applied CS and operations projects

Customer Experience Partner | Account Manager *Mar 2024 – Dec 2024*

Allianz Trade | Chicago, IL (Global Financial Services & Enterprise Risk Management Solutions)

- Managed a portfolio of enterprise customers, serving as the primary relationship owner across the customer lifecycle.
- Reduced customer issue resolution time by 33% through workflow optimization and process improvements.
- Partnered cross-functionally with Operations, Underwriting, Billing, and Customer Success to resolve complex customer issues.
- Maintained 99% SLA performance while improving customer satisfaction.

Operations & Performance Manager | Experience Operations *Mar 2021 – Mar 2024*

CLEAR (clearme.com) | Chicago, IL (B2C/B2B Technology & Identity Automation Platform)

- Led customer operations initiatives supporting one of CLEAR's highest-volume airport locations, improving operational efficiency, customer experience, and frontline performance.
- Redesigned local onboarding and training programs, improving engagement and reducing new hire turnover.
- Partnered with senior leadership to improve operational performance through KPI tracking and data analysis.
- Led a large-scale operational implementation impacting 100+ employees while maintaining business continuity.
- Improved sales and customer service performance by 10% through team engagement initiatives and process improvements.

District Manager | Sales & Service *Mar 2016 – Feb 2021*

Hertz Local Edition | Austin, TX (Mobility / Fleet Services)

- Managed multi-site business operations, improving operational efficiency, customer experience and financial performance.
- Standardized operational processes and KPI reporting across multiple locations.
- Delivered approximately 20% year-over-year revenue growth across three consecutive years.
- Recognized twice as Top HLE Manager for operational excellence and business performance.

EDUCATION

MBA - Data Analytics Specialization, *Louisiana State University, United States* *Aug 2023*
BS Business Management, *Bloomsburg University, United States* *Dec 2009*

CERTIFICATIONS

HubSpot Revenue Operations Certification *Apr 2026*
Anthropic: AI Fluency Framework & Foundations Certification *Mar 2026*
HubSpot Service Hub Certification *Oct 2025*
Python/SQL for Data Analytics *Jul 2025*
Salesforce Trailhead *Ongoing*

LANGUAGES

English (Native) **Spanish** (Elementary)