CONTACT

(801) 859-8147
jwise25@gmail.com
Eagle Mountain, UT 84005
linkedin.com/in/jeremy-wise

CORE COMPETENCIES

Customer Success Strategy
Net Revenue Retention
Team Building & Leadership Dev.
Customer Support Operations
Executive & Stakeholder Partnership
Staffing & Service-Level Management
KPI & Performance Management
Customer Experience Ownership

SYSTEMS & TOOLS

Salesforce · Office 365 · Google Workspace · Lucidchart · Smartsheet

EDUCATION

Utah Valley University
Business · 2012 – 2014

AWARDS

Global Best of the Best
eBay · Dec 2014

Best of the Best
eBay · Q3 2014

Jeremy Wise

CUSTOMER SUCCESS & OPERATIONS EXECUTIVE

Customer success and operations leader with 10+ years building and scaling high-performing teams that own the end-to-end customer lifecycle. Proven track record driving net revenue retention, elevating satisfaction, and developing the next generation of CS leaders. I partner with executives to make customer experience a durable growth engine, grounded in strength-based leadership and unlocking the full potential of every team.

10+ yrs	+20%	20+
leading CS & support orgs	average NCSAT lift	person teams built & led

PROFESSIONAL EXPERIENCE

Head of Customer Success & Operations
Feb 2023 – Present
Paykeeper

- Own the full customer lifecycle and Paykeeper's client reputation, partnering directly with the executive team on company-wide CX strategy.
- Lead the Customer Support and Customer Success organizations, unifying success, support, and operations under a single customer-first strategy.
- Direct staffing, service-level targets, and customer success metrics, building the operating foundation to scale retention at pace.

Enterprise Customer Success Manager
Jun 2022 – Feb 2023
Podium

- Promoted to Enterprise CSM to own Podium's largest and most strategic accounts, driving net revenue retention and expansion.
- Built an account-management system in OneNote (Podium had no tooling for managing books of business) that was adopted across the enterprise CSM team.
- Led quarterly Business Reviews with key stakeholders to align on goals and surface expansion opportunities.

Customer Success Manager, Scaled Accounts
Jun 2020 – Jun 2022
Podium

- Owned Podium's Trane partnership as the CSM for every Trane-equipment installer on the account, the highest-ARR book at the company at the time.
- Drove retention and expansion across a large scaled book through proactive, data-informed engagement, earning promotion to Enterprise CSM.

Merchant Support Manager, Team Lead
Jul 2018 – Jun 2020
eBay

- Built and led a 20-person support organization across phone, email, and chat that consistently exceeded company and department KPIs.
- Created a Business Development Program that graduated 60+ employees and lifted average NCSAT by 20%.
- Coached direct reports on goals, career development, and performance while owning escalated customer resolution.

Growth Advisor Coach
Apr 2015 – Jul 2018
eBay

- Led a 20-person team supporting eBay's verticals and most valuable accounts, developing both people and portfolios.
- Delivered QA and performance evaluations that raised interaction quality, coaching advisors on goal setting and accountability.

Dispute Center Support Representative
Nov 2012 – Apr 2015
eBay

- Resolved buyer and seller disputes by phone and email, building the customer-first instincts behind every role since.
- Developed dispute-resolution workflows approved and implemented globally, and joined the first team to handle disputes entirely by email, maintaining 100% quality accuracy through 2014.
- Rose to Nesting Lead Mentor: piloted eBay's nesting program, supervised 4 mentors per new-hire class, and built mentor-training material adopted across eBay Inc., my first leadership and enablement work.