

# JASON T. VIGLIONE

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**OVERVIEW:** Dynamic senior thought leader professional possessing a 20+ year proven track record of superior performance in the technology solutions space, seeks to leverage expertise in Business Development, Program Leadership, Team Development, Stakeholder Engagement, Technical Presentation, Contract Negotiations, Resource Alignment, Risk Mitigation, and Compliance to support key initiatives and goals within a progressive organization.

**SUMMARY:** **Program Management** Highly experienced in assessing true needs and expectations, building lasting professional relationships. Grow and deepen strategic partnerships to achieve mutually beneficial outcome. Draw upon proven expertise in planning and executing large, complex projects, while ensuring that end results add customer value and are of the highest caliber with a clearly articulated scope and quantifiable business benefit.

**Process Streamlining** Effectively manage diverse tasks, with varying degrees of complexity, within a wide range of environments; evaluate situations, assess emergent needs, and implement solutions in a prompt and efficient/effective manner. Recognized for outstanding technical expertise and unparalleled project management skills; incorporates innovative solutions that expand functionalities, and increase revenues and drives business growth.

**Resource Coordination** Possess a proven ability to anticipate unique requirements or potential road-blocks in all situations. Continually develop back-up plans to minimize risk and deliver exceptional results; streamline communication and implementation channels to effectively meet major client, program, and organizational needs.

**Leadership** Have a demonstrated track record of outstanding service; a calm, dependable professional who devotes every effort to achieving the best results. Business leader with proven expertise in various channels and market; excels in visiting customers, solving issues and being the main point of contact to ensure total success. Build and lead teams across many industries including finance, US military, and B2B SaaS with teams ranging in size from 9 to 125.

**EXPERTISE:**

- Pre-Sales Engineering
- Technical Support
- Agile Development
- Identify Client Needs
- Solutions Architects
- Strategic Positioning
- Client Relationship
- Networking Expert
- Custom Development
- Customer Success Management
- Aggregating Proper Resources
- Market Trend Knowledge

**PROFESSIONAL EXPERIENCE:**

**H1**

**Director - Customer Support**

2020 to Present

*New York, NY*

- Manage and lead a global team of 8-10 support professionals working remote/offshore, with increasing team size scaled to meet project needs.
- Conduct regular huddles, monitor chat rooms, and actively resolve open tickets.
- Communicate effectively and positively, assisting teams to effectively achieve goals.
- Gather data related to customer interactions to prepare reports and analyses.
  - ◊ Develop and enhance knowledge and effectiveness by providing on-going guidance, mentoring, real-time feedback, and motivation.
  - ◊ Serve as an advisor to all Customer Service positions and serve as an escalation point of contact where needed.
  - ◊ Evaluate monthly performance of agents against target metrics and provide coaching/mentoring; created metrics dashboard to provide full transparency.
  - ◊ Ensure a positive work environment, continuous learning and a high quality employment experience for the team.
  - ◊ Created scalable training framework and content for all new support agents with ongoing training for improvement and supporting new features
  - ◊ Achieved 24x5 support with 5 min. response times and weekend emergency paging.

*Highlights*

**OLAPIC, INC.** (A division of Monotype)

2015 to 2020

**Senior Director,**

(2020)

*New York, NY*

*Global Technical Services*

- Cultivate and manage global team of 17 members across 4 countries and 5 time zones.
- Own 100% of technical customer touchpoints starting from prospect to implementation, live, and renewal, with individual projects throughout life-cycle.
- Deliver high-touch engagement for service as executive sponsor to several top-tier customers, exhibiting exceptional sales and business development expertise.
- Align all Olapic to customer teams, reviewing technical requirements for each contract.
  - ◊ Create revenue streams attributable to teams historically operating only as cost centers and influencing nearly \$1M in additional revenue.
  - ◊ Played integral role working between customers, and product and engineering teams to reduce issues on platform.
  - ◊ Member of Olapic executive leadership team, responsible for operating plan, product roadmap, sales forecast, and overall initiatives of entire company.
  - ◊ Deepened partnerships with Olapic Customers and became a trusted advisor; spearheaded company customer facing efforts in the GDPR updates to ensure brand compliance.
  - ◊ Achieved retention rate over tenure at Olapic of 85%.
  - ◊ Singlehandedly fostered a big live event for a major account in just 10 days from conceptualization to completion; typical turnaround was 5-6 weeks;
    - Project resulted in an ROI increase for Olapic of 2-3x and a huge partnership that extends from a single product to a global strategic 9 account structure.

*Highlights*

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~ Olapic, Inc. (Continued). ~

**Director of Technical Support,** (2017 to 2020)

*Global & Head of Customer Success, NA*

**Associate Director,** (2016 to 2017)

*Global Technical Support*

Highlights

- Acted as liaison to major client account, leveraging exceptional sales and business development expertise; fostered collaboration within the team, and led GDPR and Facebook/IG API overhaul to meet compliance and regulations.
- Cultivated team of 9 support engineers globally and 6 first-line engineers, 3 second-line engineers across NYC, London, and Argentina offices; oversaw 20 Customer Success team members in North America.
- Established standardized processes and managed team to provide support to 600+ customers and 500+ support requests per month.

- ◊ Defined and optimized customer lifecycle; curated business development, and holistic understanding of customer needs and increased a key customer from just a single license into a global enterprise account across a suite of products.
- ◊ Played integral role working between customers, and product and engineering teams to reduce issues on platform; guided builds for enhancements and feature requests based on customer pain points, trends, and business needs.
- ◊ Recognized for maintaining customer experience despite a 30% uptick in customer requests; improved processes and workflow to continually manage support numbers.

**Customer Support Manager** (2015 to 2016)

Highlights

- Scaled team from one technical support engineer to 8, in multiple positions in 14 months.
- Moderated queue of support issues to keep client uptime rates high and help build on the relationship between Olapic and the client.
- Coordinated escalation of issues to Technical Implementation Managers and Developer Operations, refine/revise SLAs, priority levels and definitions, and workflows.
- ◊ Mentored personnel for personal growth and professional development
- ◊ Authored technical documentation to create a valuable customer knowledge base for self-help; built technical training curricula and paths to help clients use the platform.
- ◊ Created support paths based on the needs of project managers, account managers, sales and marketing, as well as the future vision of platform and company.

**JAY VIG MEDIA, LLC**

2011 to 2015

**Owner/Social Strategist**

*Jersey City, NJ*

Highlights

- Interacted with brands to navigate constantly changing digital landscape in leveraging emerging technologies, channels, and funnels to reach customers before competition.
- Created engaging custom strategies, helping client to activate within the social space.
- Managed/monitored brand reputation across a variety of platforms and reporting of analytics and insights to measure ROI of campaigns and long-term customer loyalty.
- ◊ Created products/services by leveraging social media industry knowledge to provide maximum value while maintaining budget sensitive focus.
- ◊ Led development of brand pages/accounts on Facebook/Twitter/Foursquare/Pinterest/etc.
- ◊ Co-creator and co-host of a Twitter chat and podcast (#JVMChat), to share knowledge about community engagement to social media marketing industry professionals.

**U.S. AIR FORCE EXPERIENCE:**

**338 TRS**

2009 to 2013

**Cyber Transport Course Instructor/Instructor Supervisor**

*Keesler AFB, Biloxi, MS*

- Instructor of technology for new US Air Force personnel upon graduation of Basic Military Training; qualified to teach maintenance principles, principles of cryptography, cryptographic equipment maintenance, and theory of network security/information assurance
- Manager of 18-25 active/retired military technical training instructors and 70-120 students.

**USAFCENT**

2007 to 2009

**AFNETOPS Standardizations/Evaluations NCOIC**

*Shaw AFB, Sumter, SC*

- Created job qualification standards for 11 crew positions covering over 80 military and 50 civilian personnel.
- Managed personnel and work center progression toward achievement of 100% qualification within squadron Air Operations Center.

**609 ACOMS**

2004 to 2007

**Data Link Systems Technician**

*Shaw AFB, Sumter, SC*

- Maintained operational status of 7 proprietary military systems providing 55+ links throughout the area of operations in the middle eastern theater;

**EDUCATION:**

**American Military University**

B.S. Information Technology Management

Conferred 2012

**Community College of the Air Force**

A.A.S. Instructor of Technology & Military Science

Conferred 2010

A.A.S. Electronic Systems Technology

Conferred 2006

**TECHNOLOGY:**

- Microsoft Office Suite
- Social Media
- SQL
- HTML
- CSS
- XML
- JIRA
- Zendesk
- Salesforce
- Github
- Proprietary Software