Jarin Gamet

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PROFESSIONAL SUMMARY

Global Customer Operations & Support Leader with 15 years of experience scaling multi-tier support organizations for enterprise SaaS. Expert in transforming customer support into a proactive, data-driven function that drives platform adoption, high retention, and long-term enterprise value. Proven track record of developing UX strategies, identifying market opportunities, leading cross-functional teams, and defining roadmaps.

PROFESSIONAL EXPERIENCE

VP of Product
Gamut Research   September 2024 – Present, Des Moines, IA

- Product leader of Gamut Research, a market and competitive insights firm that provides real-time, data-driven insights for decision makers via in-depth primary and secondary research methods.
- Established the product vision aligned with 30-60-90-365-day structured roadmap for 0-to-1 product and service launch, engaging in market research, operations, marketing, and finance to create a structured plan.
- Built strategic partnerships with industry leaders, resulting in a 40% increase in revenue within three months.
- Architected a Global Support Automation Strategy using Gen-AI and LLM-powered chatbots to streamline multi-channel workflows; reduced average handling times by 15% and lowered operational costs by 10%.
- Launched new product marketing campaigns, including website development, partnership programs and data-driven GTM process, resulting in 25% increase in lead generation.

Director, Product Strategy & Innovation
Sphera (Blackstone portfolio company)   April 2023 – September 2024, Chicago, IL

- Worked directly with the CEO and CPO to develop the long-term roadmap and global product strategy.
- Partnered with product, engineering, sales, and marketing leaders across all major product lines to lead MBRs and influence investment decisions through structured customer support analytics, contributing to a 10% reduction in churn and three new product launches in 12 months forecasted to produce $15M in additional revenue.
- Facilitated customer feedback loops alongside CX and UX team members to drive the overall CX strategy.
- Improved new product acceptance and success rate 30% by creating a new product proposal framework to streamline the vetting process through the use of succinct financial and product measurables.
- Stood up a new AI center-of-excellence to propose and vet AI initiatives and educate internal members on proposed use cases, increasing innovation throughput by 15%.
- Led product delivery across four major product suites to grow recurring revenue from $110M to $140M.
- Led firmwide competitive intelligence efforts and stood up a new digital asset management system to manage and share intelligence across the firm, increasing competitive coverage by 3x and competitive win rate by 17%.

Manager, Digital Strategy
West Monroe Partners   June 2021 – March 2023, Chicago, IL

- Brought in to help the newly established digital practice triple in revenue and employee count within three years; exceeding $2M individual yearly sales target.
- Routinely led large transformation projects for F100, mid-size and non-profits to develop strategies, goals and objectives, utilizing customer journey mapping, service blueprinting, and human-centered design.
- Product strategy lead to standardize and enhance West Monroe's delivery framework for over 500 associates, improving client conversion rate by 12%.
- Partnered with a F100 retailer to conduct a feasibility assessment and construct a 0-to-1 launch plan for a new B2B and B2C offering forecasted to increase revenue 5-10% over three years.
- Led the commercial strategy effort for a F100 Fintech company to enhance the customer experience journey and generate $1M in net new revenue in year one.

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PROFESSIONAL EXPERIENCE

Senior Strategy Consultant

Point B   **April 2019 – May 2021, Chicago, IL**
- Integral leader in doubling the size of the Strategy team to 30 associates in two years through practice and associate development efforts.
- Developed an operating and governance model, new product vetting framework and strategic roadmap for the Transformation Office of a leading QSR company targeting $1B in additional profitability within three years.
- Engagement Manager and UX SME for the integration of a $1M+ SaaS platform impacting 1,000 end users across eight different departments.

Senior Product/CX Lead

Oracle   **June 2016 – March 2019, Kansas City, MO**
- Director of Managed Services Support for high-value enterprise accounts ($5M+); achieved a 15% increase in CSAT through the design of world-class service delivery models and proactive incident response.
- Improved cross-sell success 10% by conducting competitive analysis to identify market gaps and opportunities for product enhancements and creating a more pragmatic GTM messaging approach.
- Secured 105% net retention and increased project deliverables 30% by embracing a customer-centric mindset.
- Facilitated agile methodologies within the product teams to promote rapid iteration and responsiveness, reducing time-to-market by 10%.

Regional Manager, Europe

Oracle   **June 2014 – June 2016, London, UK**
- Led and scaled a distributed global support organization across four countries; managed multi-tier teams supporting mission-critical operations for 8,000+ users with a focus on SLA adherence and service quality.
- P&L responsibilities for the overall implementation and support of UK Managed Services that accounted for nearly $100 million in revenue.
- Introduced UX performance metrics that bolstered service quality and project delivery timelines by 20%.

Team Lead / Solution Architect

Oracle   **January 2011 – June 2014, Kansas City, MO**
- Led teams of engineers, designers and analysts to create innovative and intuitive product features such as custom code writing, application enhancements and workflow-based designs for electronic healthcare records.
- Routinely supported and led program initiatives across Oracle's matrixed environment, resulting in being awarded Oracle's most collaborative associate in 2014.
- Demonstrated value led to rapid promotions: Technical Analyst > Sr. Analyst > Solution Architect > Team Lead.

EDUCATION

Master of Business Administration (MBA)

Imperial College London   London, UK

Bachelor of Science in Business Management and Marketing, Minor in Information Systems

Northwest Missouri State University   Maryville, MO

CORE SKILLS

- Product & CX Strategy
- Cross-Functional Leadership & Coaching
- Data-Driven Decision Making
- Gen AI & Machine Learning Certified

- Executive Communication
- ITIL Certified, SQL, Visual Basic, Java
- Lean Six Sigma, PRINCE2 Certification
- MS Office