

SUMMARY

Operator with 13+ years leading cross-functional regulatory, core business process automation and compliance-led transformations across complex, highly regulated environments. Builds structure from ambiguity, drives executive alignment by acting on strategic initiatives to establish operating cadences and establishing meaningful metrics. Currently engaged in AI safety fluency and corporate governance through structured upskilling programs.

KEY SKILLS

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| • Cross-Functional Program Leadership | • Strategic Partnership Management | • Executive Stakeholder Alignment |
| • AI Safety & Fluency | • Governance & Operating Cadence | • Cross-Org Influence |
| • Regulatory & Compliance Program Delivery | • Playbook & Process Design | • Data-driven decision-making |

PROFESSIONAL EXPERIENCE

Corporate Strategy Externship — Extern.com & Lean Startup Co. June-July 2026

- Researched UK and US startup funding dynamics and used findings to design a plan for bringing this analysis framework to UK-based VC, PE, incubators and accelerators, then presented the plan to the CEO of Lean Startup Co.
- Synthesized four weeks of company research into finished case studies, presented as shareable content demonstrating strong analytical and business judgment.
- Evaluated a well-known data integration and analytics software company against a structured governance framework covering mission, financial stability, and organizational and the same evidence-based rigor applied to program and partner decisions.

Senior AI Alignment Domain Expert — Mercor (Remote) May 2026 – Present

- Leading specialized AI model alignment, focusing on Supervised Fine-Tuning and Reinforcement Learning from Human Feedback.
- Defining evaluation rubrics and verification logic the operational equivalent of an agent's "ground truth" for frontier models operating in complex, high-stakes domains.
- Operating with research and engineering domain experts to ensure model outputs align with human intent and regulatory constraint, directly relevant to building internal agents that must be trusted with real operational decisions.

Founding Director, GTM & Revenue Operations (Contract) – London, England August 2025 – March 2026

Owned end-to-end launch readiness for an early-stage startup — building the cross-functional operating system that aligned Product, Founder, and early investors around a shared commercial plan. Supported Private Beta users with feedback loops and Founder access.

- Built a repeatable GTM operating system — CRM workflows, ICP segmentation, outbound sequencing, and reporting cadence — that established the governance rhythm behind the first 20 enterprise customers
- Embedded with 15 Private Beta users to document current workflows and translate feedback into product requirements, keeping Product and investor stakeholders aligned on a single roadmap
- Diagnosed process gaps and built a repeatable bid-response playbook, cutting per-bid effort from 30–50 hours to 4 and compressing 6-month RFP cycles to 3 weeks

Eclear, Commercial Director (Contract) – London, England February 2025 – August 2025

Led cross-functional GTM programs for a compliance platform delivering EU-wide regulatory solutions, coordinating Sales, Marketing, and Product to accelerate client acquisition, partner development, and revenue growth across multinational e-commerce marketplaces.

- Closed 1M ARR in net new logos and 30 active clients, balancing acquisition targets with account expansion and customer development
- Rebuilt CRM and pipeline management systems after analyzing funnel data, requalifying legacy opportunities, and improving visibility across GTM performance metrics
- Led structured discovery across customer business and technical stakeholders to map workflows and translate pain points into clear solution requirements and delivery scope
- Established shared success criteria, KPIs, and governance cadence across Sales, Marketing, and Operations, lowering Customer Acquisition Costs by 40%
- Drove distribution with composable landing pages and sub-24-hour call back rates, averaging 50 daily leads

Vertex, Sr. Manager, Channel Sales – London, England May 2023 – November 2024

Led the strategic partnership program with SAP across UK/I and Nordics — the coordinating point between SAP Senior Leadership, PreSales, and Business Architect teams — scoping compliance-led initiatives and establishing the operating cadence that kept co-sell delivery on track. Recognized by global leadership and qualified for Presidents Club (2023).

- Exceeded £2.0M in closed revenue by 18% (£2.36M) through co-sourced SAP leads
- Secured net-new logos by expanding the Vertex awareness across SAP-led thought leadership webinars and corporate events
- Coordinated enterprise ERP migration programs across core business processes, leading process mapping and gap analysis with cross-functional stakeholder groups
- Maintained Preferred Status with SAP oCFO by extending native ERP tax functionality and offering DRC endpoints
- Drove tax audit efficiency for global enterprise customers, reducing prep time per audit by 82% (34 to 6 hours) and lowering annual audit frequency by 40%

Avalara, Senior Team Lead of Enterprise Sales – Seattle, USA and London, UK**May 2019 – March 2023**

Led a team of Account Executives driving enterprise customer acquisition, retention, and revenue growth across multiple tax product lines. Oversaw delivery of Tax Advisory Services, Tax Document Managed Services, and end-to-end global tax operations, including VAT reporting, e-invoicing, tax calculation, exemption management, and returns filing.

- Drove +35% YOY ARR (£7.1M) growth across Sales and Professional Services teams, spanning Retail Industry applications, e-commerce platforms, source-to-pay platforms, and in-house billing systems
- Generated \$5.3M in services pipeline through SAP, Oracle, JDE, NetSuite, Shopify, Stripe, and Marketplace Facilitators
- Maintained 110% net customer and revenue retention over two years, boosting NPS by +12 points
- Established a governance cadence of quarterly business reviews, strategic account roadmaps, and executive sponsorship engagement that drove the land-and-expand e-invoicing account strategy

Agosto, a Pythian Company, Head of Customer Success – Minneapolis, MN**January 2017 – April 2019**

Managed end-to-end relationships and renewals for 100+ Google Cloud Platform clients, driving partner growth and customer success.

- Grew licenses under management from \$23.4M to \$25.8M, increasing revenue through strategic account management
- Generated \$1.0M+ in Google Cloud Platform billings via partner marketing campaigns and joint GTM initiatives
- Secured 97% net customer retention by implementing proactive, high-impact account and partner enablement strategies

Sovos, Enterprise Account Executive– Minneapolis, MN**February 2016 – January 2017**

Drove net-new SaaS sales for corporate and enterprise clients, building pipeline with strategic enterprise accounts.

- Surpassed \$700K ARR quota in North America, achieving 105% of target by closing 12 strategic accounts
- Built a \$3.3M sales pipeline, achieving a 25% conversion rate and \$750K in closed deals
- Executed multi-channel outbound campaigns, increasing engagement by 43% and shortening sales cycles by 28%

Oracle Corporation**Enterprise Sales Executive (ERP/Supply Chain) – Minneapolis, USA****February 2013 – February 2016**

Promoted from Inside Sales to sell Oracle ERP and Supply Chain solutions across multi-lingual territories, driving digital transformation for enterprise clients

- Closed an \$865K ARR multi-year Oracle Fusion deal, exceeding quota and accelerating enterprise adoption
- Qualified 135+ opportunities through multi-channel campaigns, building a \$15.0M sales pipeline
- Managed RFP responses, implementation scoping, and third-party vendor engagement to ensure successful deal execution

EDUCATION**Bachelor of Arts (BA) – Foreign Languages and Applied Linguistics – Portland State University, USA****2006 – 2009**

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT**SAP Activate** – Agile Implementation & Implementation Tools and Methodology**SAP** - Implementation Consultant - End-to-End Business Processes**Accenture** – Strategy Consulting

RIGHT TO WORK STATUS AND LANGUAGES**Work Status:** Eligible to work without restriction in the United Kingdom, United States, and European Union**Languages:** Fluent in English and French (native-level speaking and writing)