

JON D HARPER

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Results-driven technology executive with over 20 years of experience in building and scaling multi-discipline global services organizations. Proven track record in recruiting, growing, and nurturing high-performance teams to drive operational excellence. Expert in developing and enhancing internal capacities, tools, systems, processes, and client engagement frameworks. Adept at managing and optimizing third-party delivery partners and channels. Demonstrated ability to forge strong client relationships, manage expectations, anticipate needs, and deliver customized, high-value service offerings. Strategic thinker with a keen focus on aligning outcomes across all internal and external stakeholders to achieve organizational goals and drive sustained growth

Vice President & Global Head of Professional Services

2023 – Present | Nintex, a leading SaaS provider in workflow automation solutions

- Full P&L ownership over nine lines of business, driving significant financial and operational improvements.
- Spearheaded the turnaround of the professional services organization, establishing a strategic services capability that extended into the partner ecosystem.
- Achieved a 1400 basis point increase in contribution margin percentage.
- Offshored Managed Services to South Africa, achieving a 5:1 cost ratio, optimizing resource allocation, and reducing costs.
- Increased operational readiness by 75%, enhancing overall efficiency and service delivery.
- Developed and launched ten new service offerings, expanding the company's market reach and revenue streams.
- Completed 23 transformational initiatives, significantly improving organizational performance and client satisfaction.
- Created and implemented a proprietary front-end Delivery Framework, standardizing processes and ensuring consistent service quality.

Vice President & Global Head of Professional Services & Enterprise Success

2022 – 2023 | Cvent, Inc., a leading provider of meetings, events, and hospitality technology

- Managed a \$210M P&L across seven diverse organizations, including Enterprise Customer Success, MidMarket Events, Enterprise Events, Implementation, Dedicated Services, PS Operations, and Logistics/Fulfillment, spanning four global geographies.
- Oversaw a workforce of over 500 full-time employees (Direct ROW and India Indirect) and over 300 third-party subcontractors, ensuring seamless coordination and delivery of services.
- Led the complete transformation of Enterprise Customer Success, significantly improving Net Dollar Retention Rate (NDRR) from 106% to 120%.
- Drove the maturation of Operations, Logistics, and Fulfillment disciplines, enhancing efficiency and service delivery.
- Enhanced service delivery hygiene and discipline, ensuring consistent and high-quality service standards.

- Developed a robust 3rd Party Partner ecosystem, expanding the company's capabilities and market reach.

Vice President & Global Head of Professional Services

2016 – 2021 | Smartsheet, Inc., NYSE: SMAR, a leading SaaS platform for work management and automation

- Created, developed, and scaled an initial \$2.4M P&L (12 headcount) organization into five distinct entities, resulting in a \$146M P&L (390 headcount) globally.
- Delivered a 76% CAGR for Professional Services.
- Achieved 21% contribution margins for Professional Services, versus TSIA 8% standard.
- Contributed 11% to top-line revenue, with a \$544M ARR contribution via an 83% win rate.
- Increased Net Dollar Retention Rate (NDRR) by 32% through impactful services advisory.
- Generated a \$3.76 uplift in ARR for every \$1 of services delivered.
- Contributed to a 332% increase in enterprise value since the company's IPO.
- Successfully launched four global office expansions in London, Sydney, Austin, and Boston, enhancing global presence and capabilities.
- Led a comprehensive transformation of service offerings, including the introduction of packaged offerings, enterprise-level engagement structures, Centers of Excellence, and a Partner ecosystem.
- Achieved employee engagement scores in the 95th percentile through strategic hiring, development, retention, and promotion of diverse talent aligned with the organization's mission.

Founder & Managing Director

2012 – 2016 | InnovationWorx LLC, a management consulting firm

- Led all corporate functions, providing strategic leadership, staff development, business development, and executive coaching.
- Achieved a Compound Annual Growth Rate (CAGR) of 69%.
- Grew the client portfolio by 389%, securing and retaining high-value clients.
- Delivered approximately \$342M in client value realization through innovative consulting solutions.
- Served clients with an average market cap of \$20B, demonstrating the ability to handle large-scale, complex projects and partnerships.

Education

HARVARD BUSINESS SCHOOL

Course: Disruptive Innovation, Clayton Christiansen

SOUTHERN METHODIST UNIVERSITY (SMU) - COX SCHOOL OF BUSINESS

Executive MBA (#3 ranked program Worldwide)

TEXAS TECH UNIVERSITY

Bachelor of Science in Chemical Engineering