

JON D HARPER

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Seasoned technology executive with a track record of building and scaling multi-discipline global services organizations, recruiting, growing, and nurturing high-performance teams. Knowledgeable in developing, maintaining, and growing internal capacity, tools, systems, processes, client engagement frameworks, and fulfillment playbooks. Proven expertise in building, nurturing, and managing third-party delivery partners and channels. A natural ability to build strong client relationships, manage expectations, predict needs, and customize high-value service offerings. Operates with a strategic mindset and a high focus on outcome alignment between all internal and external stakeholders.

Cvent, Inc. (2022 – Present)

Nasdaq: CVT – SaaS Industry

Vice President & Global Head of Professional Services & Enterprise Success

P&L (\$210M) responsibility for seven organizations (Enterprise Customer Success, MidMarket Events, Enterprise Events, Implementation, Dedicated Services, PS Operations, Logistics / Fulfillment) across four global geographies, over 500 FTE, plus over 300 3rd party subcontractors. Currently in process of...

- The complete transformation of Enterprise Customer Success
 - Improving NDRR from 106% to 120%
- Maturation of Operations, Logistics / Fulfillment disciplines
- Maturation of Service delivery hygiene and disciplines
- Development of 3rd Party Partner ecosystem

Smartsheet, Inc. (2016 – 2021)

NYSE: SMAR – SaaS Industry

Vice President & Global Head of Professional Services

P&L responsibility for five organizations (Consulting, Solution Services, Specialized Services, Training, and PS Sales) across three global geographies, along with 3rd party subcontractors. Key partner and collaborator with the Senior Vice Presidents of Sales, Product, and Marketing. Accomplishments include:

- Created, developed, and grew an initial \$2.4M P&L (12 headcount) organization from scratch into five organizations representing a \$146M P&L (390 headcount)
- Successfully launched four global office expansions (London, Sydney, Austin, Boston)
- Led service offering transformation that included packaged offerings, enterprise-level engagement structures, Centers of Excellence, and the creation of a Partner ecosystem.
- Developed a Leadership team recognized as Level 3 or 4 Leaders (“5 Levels of Leadership” by John Maxwell)
- Employee Engagement scores in the 95th percentile via hiring, developing, retaining, and promoting diverse talent all aligned to the mission of the organization and company
- 76% CAGR for Professional Services
- 21% Contribution Margins (TSIA standard is 8%) for Professional Services
- 11% Top-Line Revenue Contribution
- \$544M ARR Contribution (reflective of an 83% win rate)
- 32% increase in NDRR due to Services advisory impact versus customers without Services
- Resultant Services impact was a \$3.76 lagging up-lift in ARR for every \$1 of Services delivered
- Contributed to an overall 332% Enterprise Value growth since IPO

InnovationWorx LLC (2012 – 2016)

Management Consulting Industry

Founder & Managing Director

Led all corporate functions while providing leadership, staff development, business development, and coaching. Set and maintained standards for delivery that exceed client expectations.

- CAGR: 69%
- Client Portfolio Growth: 389%
- Client Value Realization: ~\$342M
- Average client market cap: \$20B

Dr Pepper Snapple Group (2010 – 2012)

CPG Industry

Rapid Continuous Improvement Manager

Led and managed the development of the continuous improvement, project management, and innovation programs enterprise-wide. Implemented cross-functional teams within the enterprise to align leadership across various business goals, such as a \$300M corporate expense reduction.

- 14% shareholder value increase due to teams contributions
- \$52M product value increase due to optimized Portfolio Management commercialization process
- \$6M savings via optimization of the workflow between with a key Agency Partnership

Johnson & Johnson Co (2009 – 2010)

Subsidiary: Mentor Corp, an Ethicon Division company

Business Unit Leader (Interim), prev. Process Excellence Leader

Managed a \$64M P&L manufacturing facility (Class III Medical Implants) producing 90,000 units per month across 4 lines and 250 professionals within 4 departments: Planning, Regulatory Compliance, Engineering, and Operations. Key accomplishments include:

- Development of global standard for Lean Six Sigma Green Belt for all of Ethicon
- \$55M annual savings from a complete manufacturing facility optimization redesign
- 98% increase in capacity, with 1 robotics offline while also during a CAPA audit

Sirius Solutions, LLP (2007 – 2009)**Protiviti, Inc. (2005 – 2007)****Allegiance Telecom (2000 – 2005)****MCI Worldcom (1996 – 2000)****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