

JON D HARPER

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Dynamic and results-driven executive with a track record of scaling SaaS and technology enterprises, optimizing global operations, and delivering sustained revenue growth. Proven ability to lead high-impact transformations, enhance profitability, and develop best-in-class service organizations that drive customer success.

- **P&L Ownership & Business Growth:** Led organizations with P&L responsibilities exceeding **\$210M**, achieving industry-leading margin expansion and service profitability.
- **Strategic GTM Influence:** Deep expertise in aligning cross-functional teams, engaging with executive leadership, and shaping investor-backed growth strategies.
- **Enterprise-Wide Business Leadership:** Partnered with product, sales, and finance to drive business strategy, optimize GTM execution, and influence long-term revenue models.
- **Operational Transformation & Efficiency:** Drove **1400 basis point margin improvement**, optimized partner ecosystems, and led enterprise-wide global service delivery for high-growth SaaS firms.
- **Customer-Centric Innovation:** Architected **scalable service models**, increasing NDRR from **106% to 120%** and delivering a **\$3.76 ARR uplift for every \$1 in services**.
- **Global Market Expansion & Leadership:** Built and led global teams across North America, EMEA, APAC, and LATAM, driving business expansion in major international markets.

A visionary leader with a passion for creating **high-growth, customer-centric organizations** that outperform market expectations. Known for balancing **strategic vision with hands-on execution**, delivering measurable impact at every level—from boardroom strategy to operational execution.

Work History

Vice President & Global Head of Professional Services

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

- Full P&L ownership for nine lines of business, driving material 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 **nineteen 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

*July 2022 – September 2023 | **Cvent, Inc.**, a leader in 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** 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.
- Developed a robust **3rd Party Partner ecosystem**, expanding the company's capabilities and market reach.

Vice President & Global Head of Professional Services

May 2016 – December 2021 | *Smartsheet, Inc., a leading SaaS platform for work management automation*

- Scaled Professional Services from **\$2.4M to \$146M P&L**, expanding from **12 to 390 employees** across 5 global entities.
- Drove **76% CAGR** in Professional Services, outpacing industry growth.
- Delivered **21% contribution margin** (vs. **TSIA standard of 8%**).
- Contributed **11% of top-line revenue (\$544M ARR)**, maintaining an **83% win rate** in complex, strategic sales.
- Increased **Net Dollar Retention Rate by 32%** through strategic services advisory and deepened client relationships.
- Generated **\$3.76 uplift in ARR for every \$1 of services delivered**, optimizing client ROI.
- Played a key role in **332% increase in enterprise value since IPO**.
- Spearheaded global expansions in **London, Sydney, Austin, and Boston**, broadening market reach and client base.
- Transformed service offerings, introducing packaged solutions, enterprise engagement structures, and a global Partner ecosystem.
- Achieved **95th percentile employee engagement**, cultivating a high-performance, diverse team aligned with strategic goals.

Founder & Managing Director

April 2012 – May 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

- **Executive Education in Disruptive Innovation**, Clayton Christensen

SOUTHERN METHODIST UNIVERSITY (SMU) - COX SCHOOL OF BUSINESS

- **Executive MBA** | Ranked #3 Worldwide

TEXAS TECH UNIVERSITY

- **Bachelor of Science in Chemical Engineering**