JENNIFER JACOBUCCI

BBA Business Administration – University of Kansas Executive Education Program – Daniels College of Business

*Leadership ~ Operations ~ Employee Optimization ~ Customer Experience ~ Strategy ~ Culture*

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PROFESSIONAL OBJECTIVE

Strategic executive responsible for defining and executing on core operational goals across the organization, ultimately leading to client success and retention. Collaborative leader experienced in people leadership, customer focus, operational efficiencies and innovation to achieve great results.

CAREER HIGHLIGHTS

* Delivers desired strategic, operational and innovation results across diverse operational functions and teams.
* Oversees complex department of 250+ resources across program and project management, client and technical support, client training and contact center teams to ensure successful execution of client goals and engagement across platform.
* Defines and executes on key operational strategies to minimize operational debt, increase resource efficiencies and develop repeatable processes for client and employee success.
* Experience in leading post acquisition efforts within organizations.
* Successful creator of operational centers of expertise: training, staffing, coaching, efficiency and performance development.
* Thrives in fast-paced, high energy oriented organizations. Great deal of experience in building and managing start-up and mid-size companies with change management and reorganization.
* Experience with developing and executing on organizational readiness and go to market strategies across the organization in preparation for next generation platform releases.
* Executive Sponsor for Diversity & Inclusion program and Employee Engagement Council.

CAREER PROGRESSION

Chief Operating Officer/EVP - Healthgrades, Inc. 2014-2019

CO-FOUNDER/OWNER – Rocky Mountain Rags, LLC 2009-2014

VP, CLIENT SERVICES – ECIN, Inc. 1999-2005

MANAGER, IMPLEMENTATIONS - McKesson, Inc. 1996-1999

OPERATIONAL CONSULTANT – McKesson, Inc. 1994-1997

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