JUSTIN RYAN

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OPERATIONS | IMPLEMENTATION | CUSTOMER SUCCESS

Operations and customer-experience leader with 15+ years across B2B account management, distributed software implementation, ecommerce, inventory, and high-trust operations. Strongest at turning ambiguous work into visible ownership, repeatable processes, and earlier escalation—without losing the customer relationship underneath the workflow.

PROFESSIONAL EXPERIENCE

Regional Director of Operations — Avenor (independent software company) | 2025–Present | Remote

- Operate inside a global software environment spanning **35+ countries and roughly 180 simultaneous implementations**, coordinating dependencies across customer-facing, technical, and regional teams.
- Standardized onboarding, status inputs, handoffs, decision logging, and escalation workflows, contributing to approximately **25% lower regional operating overhead**.
- Built recurring reviews around blockers, missing updates, and ownership gaps so risks surfaced **before they became client-visible**; every problem gets a named owner, next action, and due date.

B2B Sales & Account Lead — T-Mobile | 2014–2021

- Managed **100+ business accounts** and produced approximately **20% annual growth** while earning **Lowest Account Turnover three consecutive years**.
- Built a weekly account-health cadence that tracked visible activity and **negative space—especially quiet accounts**—to surface churn risk and unresolved needs earlier.
- Trained and onboarded **15+ representatives**, helping reduce ramp time by approximately **30%**.
- Held accountability for **$250K+ in retail inventory**; inventory audits reduced shrinkage by approximately **10%**.
- Handled **CPNI/PII-sensitive customer information** under strict telecom privacy requirements while resolving complex service, billing, device, and account escalations.

Founder & Operations Architect — Tangle Trove | 2020–Present | Remote

- Built and operate a specialty ecommerce/catalog business at roughly **$50K annual revenue scale** with **5,000+ historical inventory items**.
- Designed AI-assisted identification and categorization workflows that maintained approximately **99.5% accuracy** while reducing manual processing by roughly **75%**.
- Own customer questions, order exceptions, fulfillment issues, inventory reconciliation, and service recovery from first contact through resolution.

Operations & Regulated Biological Commerce — Verdant Vivariums | 2020–2023

- Managed specialty biological inventory, vendors, documentation, shipping, provenance review, and customer fulfillment.
- Worked with CITES context, phytosanitary requirements, state/federal movement restrictions, and quarantine/containment decisions where small operational mistakes had real consequences.

CORE STRENGTHS

Operations Management • SaaS Implementation • Customer Success • Account Management • Escalation Management • Process Design • Remote Team Operations • Inventory & Fulfillment • Workflow Automation • Documentation • Regulated Operations

EDUCATION

Associate Degree in History — Santa Monica College, Completed

Bachelor of Liberal Studies with Management Minor — University of Maine at Presque Isle, In Progress