



Lisa Jackson

Operations Manager

Senior Operations Manager with 11 years in SaaS customer operations and shared services. Lead managers of managers, own quarterly OKRs against a \$24M cost center, and partner with finance on headcount planning.

CONTACT INFORMATION



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EDUCATION

B.A. Economics, Arizona State University, 2014

PMP, Project Management Institute, 2019

KEY SKILLS

- Managing managers
- Cost center and headcount planning
- Zendesk, Salesforce, Looker
- Process design and automation
- Capacity modeling
- Quarterly OKR planning
- Vendor and BPO management
- Change management
- Executive reporting

PROFESSIONAL EXPERIENCE

- **Senior Operations Manager, Halcyon Cloud Systems, Tempe, AZ | 2020 to Present**
2020 – Present
 - Lead 4 managers and 62 specialists across billing ops, provisioning, and renewals support.
 - Cut average ticket handle time from 11.4 minutes to 6.8 by rebuilding the macro library and rolling out Zendesk triage rules.
 - Own a \$24M annual cost center; came in 4-6% under plan each of the last three fiscal years.
 - Led the migration off a legacy billing platform across 14 weeks with zero customer-facing outages.
 - Built the career ladder for the ops org; 9 internal promotions in 2024, up from 3 in 2022.
- **Operations Manager, Halcyon Cloud Systems, Tempe, AZ | 2017 to 2020**
2017 – 2020
 - Managed the provisioning team during a period when ARR grew from roughly \$40M to \$110M without proportional ops headcount.
 - Stood up the first quarterly capacity model the CFO used to defend ops hiring asks.
 - Partnered with engineering to retire 6 manual handoffs through internal tooling, removing about 1,100 hours per quarter of toil.
- **Operations Team Lead, Pacific Ridge Software, Phoenix, AZ | 2014 to 2017**
2014 – 2017
 - Ran a 9-person renewals support team supporting a \$60M book of business.
 - Built the QA scorecard the team still uses, tied to CSAT and first-contact resolution.
 - Promoted from individual contributor in 14 months.