

JARED H. MARTIN

CUSTOMER SUCCESS | OPERATIONS | PROJECT DELIVERY | LEADERSHIP

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PROFILE

Customer Success, operations, and project delivery leader with 20+ years of experience building teams, strengthening execution, and bringing structure to complex customer and operational workflows. Most recently managed concurrent commercial millwork projects from production through installation. Earlier results include scaling a Customer Success organization from 6 to 20+ members, reducing churn by 27%, and recovering \$500K+ in lost revenue.

CAREER IMPACT

6 TO 20+ CUSTOMER SUCCESS TEAM SCALE	27% CHURN REDUCTION IN TWO YEARS	\$500K+ LOST REVENUE RECOVERED	\$27M MONTHLY RECURRING REVENUE PORTFOLIO
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PROFESSIONAL EXPERIENCE

Project Manager, Custom Millwork

Artisan Millwork LLC | Spanish Fork, UT | 2025 - 2026

- Managed multiple concurrent commercial millwork projects from production through installation, coordinating clients, general contractors, shop teams, vendors, and field installers.
- Improved project visibility and accountability by establishing clearer scheduling, tracking, and communication processes across production and installation.
- Helped transition project management workflows from Trello to Innergy and introduced more structured work-order planning, installation sequencing, and project handoffs.
- Strengthened schedule reviews and milestone tracking to identify risks earlier, resolve production, site, and installation challenges, and maintain commitments to clients and general contractors.

Manager, Customer Success

Henry Schein One | Utah | Remote | 2021 - 2024

- Scaled the Customer Success team from 6 to 20+ members, leading onboarding, development, and retention through rapid growth.
- Directed a \$27M MRR portfolio supporting 35,000+ customers and improved customer satisfaction scores by 16%.
- Partnered with Sales, Product, and Marketing on customer-centered strategies that reduced churn by 27% over two years.
- Built a data-informed customer health scoring approach and led process and engagement improvements that recovered \$500K+ in lost revenue.

Customer Success Manager

Henry Schein One | Utah | Remote | 2020 - 2021

- Managed customer accounts and tailored contracts to client needs while consistently meeting or exceeding targets.
- Mentored junior staff and used Salesforce to improve relationship management, efficiency, and customer satisfaction.

Owner & Managing Director

Rockwell Media | Driffield, UK / Provo, UT | Remote | 2008 - 2020

- Led multimedia marketing strategy and execution for SMEs and international clients, supporting market expansion and revenue growth.
- Directed a cross-functional team and built long-term stakeholder relationships to deliver high-impact campaigns and continued business success.

EARLIER EXPERIENCE

Sales Account Manager

TIR Training Services Limited | Beverley, UK | 2010 - 2011

- Managed corporate accounts for national and international transportation companies and presented training solutions in group and board-level settings.
- Helped expand the client base, contributing to revenue growth and wider market penetration.

Sales & Marketing Director

Pentagon Yorkshire Ltd. | Leeds, UK | 2005 - 2008

- Oversaw business operations, including sales, accounting, staffing, customer relationships, and international dealer partnerships.
- Increased the customer base by 35%+ and business turnover by 80%+ within 18 months.

Sales Consultant

Yell Limited | Leeds & Leicester Cluster | Hybrid | 1999 - 2005

- Consistently delivered sales results 20%+ above target across six years while growing and retaining geographic account portfolios.
- Created a sales strategy, training program, and presentation approach adopted company-wide and recognized for Business Excellence in Innovation and Creativity.

UK Sales Manager

Monitor Audio Plc | Cambridge, UK | 1997 - 1999

- Managed UK sales and account relationships while leading marketing initiatives and large-scale exhibitions.
- Expanded the dealer base 25% within six months, strengthening national market presence and contributing to press coverage.

CORE EXPERTISE

Project & Operations: Commercial Project Delivery | Scheduling & Milestone Tracking | Workflow Management | Process Optimization | Risk Identification

Leadership & Influence: Team Leadership & Development | Cross-Functional Coordination | Stakeholder Management | Executive Communication | Change Management

Customer & Revenue: Customer Success Strategy | Revenue Retention | Churn Reduction | Customer Health Scoring | Value Realization

TOOLS & TECHNOLOGY

Platforms: Salesforce | Trello | Innergy

RECOGNITION

CSM of the Year - Henry Schein One: Recognized for first-year Customer Success Manager performance, customer satisfaction, and account management.

Business Excellence in Innovation and Creativity - Yell: Recognized for sales and training programs adopted company-wide.

INTERESTS

Family | Woodworking & DIY | Outdoors | Walking | Cycling | Pickleball | Racquetball | Travel