

CAREER ACHIEVEMENTS

Jared Weidner



Title: Project Manager/Operations Manager

When: September 2009-November 2012

- **Ecommerce Channel Project – 2009-2011**
 - Brought on to start online sales channel to maximize online profits
 - Focus on “new engineers” style of purchasing
 - Find key stakeholder and Sponsors
- **Build Ecommerce Team - 2011**
 - Hire trained individuals to help with ecommerce operations, workflow, shipping and scheduling
- **“War Room” Analysis**
 - Lead the team to analyzing competitors which resulted in new vendors, new workflow, and increase in sales
- **Maintain Ecommerce Operations**
 - In-depth pricing analysis, budgeting, and scheduling to ensure products were available when needed
 - Provide the team the right tools and software to increase productivity
 - Oversee all financials, shipping, and vendor agreements.
- **\$0-\$500,000/year Revenue**
 - Build new sales channel from \$0 to \$500,000 in 2 short years
 - Continues to be successful



Title: Ecommerce Product Engineer

When: November 2012-April 2013

- **Escalations Day - Q1 2012**
 - Worked through escalations queue for one day to help with risk analysis and client issues.
- **Evernote Project - Q3 2012**
 - Worked with Evernote to create a Bigcommerce store that produced over \$200,000 in 5 days.
- **Version 6 Project - Q3 2012**
 - Project to depreciate old software
 - Generated statistics for all Bigcommerce stores that are on version 6. (Recently helped with V6→V7 upgrade)
- **Modern UI Bug Bash - Q4 2012**
 - Engineer and test the new UI to find all possible bugs within the system. Over 70 bugs were destroyed as a result
- **Training Focus Group - Alex Turkovic - Q4 2012**
 - Give ideas on how we can improve training within Bigcommerce. Many ideas have been implemented, including certifications for SEO.
- **Client Relationships - 2012**
 - Built over 60 personal relationships with Bigcommerce clients in order to reduce churn and increase client support.
- **VP Of Product Focus Group - Asok Boopathy - Q1 2013**
 - Focus group with VP of Product to see how we can improve the products functionality and usability. We used that data to create road map for Q2-Q4 2013
- **Client Profiling Focus Group - Q1 2013**

- Focus groups to establish our current client base in order to reduce churn and help clients grow their business. Self-Service was introduced as a result.
- **Demo Bigcommerce store – 3 Platinum Accounts – Q1 2013**
 - Bigcommerce Demo to bring in 3 Platinum Plans and a lifetime of support. Resulting in over \$5,000/m for Bigcommerce in 2013
- **2013 SXSW Bigcommerce Branding – Q1 2013**
 - Increased brand awareness by setting up a booth at SXSW and promoting Bigcommerce



Title: Escalations Engineer
When: April 2013 - Present

- **“Success Squad Calendar” – Q2**
 - Initiated project to provide details on when our team would be available for consultations and support. Reduced communication costs.
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- **Sales Engineer - Demo Platform – Q2**
 - Dedicated Sales Engineer to go through RFI’s and provide feedback on what our platform is capable of achieving.
- **Depreciate “Old Look” Project – Version 7– Q3**
 - Initiated, planned, and executed a release date to depreciate old software. Resulted in 97% of customers upgrading to new software.
- **Operation Product Workflow– Q3-Q4**
 - Project to increase communication between Austin, TX and Sydney, AU offices. Resulted in the creation of “See What’s Coming” dashboard.
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- **“See What’s Coming” Dashboard – Q3-Q4**
 - Planned and executed dashboard to automate communication and workflow between the Austin, TX and Sydney, AU offices.

Career Focus and Training

- **PMI**
 - **Member of PMI and PMI Austin Chapter**
 - **5 Classes, 36 Hour Training Course**
- **Lynda.com**
 - Excel 2010 – Advanced Formulas and Functions
 - PHP with MySQL Essential Training
 - Project 2013 Essential Training
 - Insights From A Project Manager
 - Agile Project Management