

Jeremy Victor coo | cxo | cco

Vision to Execution: The Operator CEOs Rely On to Scale with Precision and Purpose

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EXECUTIVE SUMMARY



Modern servant leader with 25+ years of experience turning operational complexity into clarity, building high-performance teams, and delivering customer success at scale. Trusted by CEOs to bring **calm to chaos**, **structure to vision**, and **heart to execution**. My leadership spans digital health, SaaS, and B2B platforms, consistently driving measurable gains in efficiency, profitability, and culture.

- **Doing More with Less:** Proven operator skilled in replacing, reducing, and improving systems—while negotiating vendor agreements that unlock millions in savings. *Nobody pays less than us for the quality we deserve.*
- **Ideas to Scalable Outcomes:** Known for turning strategy into execution—shaping product vision, leading go-to-market plans, and aligning cross-functional teams across IT, Engineering, Finance, and Marketing. *Achievement, with maximum contribution and productivity, at scale.*

Ready to serve as COO—to help visionary companies scale with precision, empathy, and operational excellence.

LEADERSHIP HIGHLIGHTS

- **Workforce Optimization:** Drove a 48% YoY reduction in personnel costs for FY26 through strategic workforce redesign, **unlocking multi-million dollars in cost savings**.
 - **Cost Transformation:** Cut Noom's operating expenses by 17% YoY through vendor consolidation, IVR redesign, and AI deployment.
 - **Coaching Reinvented:** Launched Noom Mindset Coaching Platform—combining AI-assisted coaching, gig economy flexibility, and premium 1:1 support. (www.noom.com/nmc)
 - **AI-Driven Service at Scale:** Rolled out conversational genAI with **Decagon**, increasing deflection, CSAT, and team capacity.
 - **Customer-Centric Innovation:** Introduced new refund policy that reduced AHT by 43%, improved CSAT, and lifted App Store sentiment.
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PROFESSIONAL EXPERIENCE

Noom - Chief Customer Officer (Jul 2024 - Present)

New York City | Princeton, NJ

Own global customer experience, operations, and coaching strategy across AI-enabled platforms and support channels—driving scalable systems and consistent outcomes at pace.

- Reduced operating expenses 17% YoY through offshore reallocation, systems optimization, and vendor consolidation—without compromising service quality.
- Deployed conversational genAI (**Decagon** partnership) to scale member support—delivering higher deflection rates, improved CSAT, and increased service efficiency with reduced human touchpoints.
- Designed FY26 hybrid workforce model with 30% non-FTE coaching—unlocking structural flexibility and long-term cost control.
- Achieved >97.5% inbound call coverage by leading a full IVR system redesign—enhancing availability, responsiveness, and routing precision.

Vice President, Customer Experience, Service & Coaching

Jan 2024 – July 2024

- Launched Noom Mindset Coaching platform—a gig economy-based, AI-assisted health coaching model built to scale personalized behavioral change at lower marginal cost.
- Oversaw coaching, trust & safety, clinical operations, and support.
- Launched Premium 1:1 Coaching, Med Coaching, and Expert Voices via NoomVibe.
- Partnered in executive strategy and AI innovation roadmaps.

THOUGHT LEADERSHIP & STRATEGIC CONTENT

- **Creator of [Business at the Speed of AI](#)** – a Substack and Podcast exploring leadership, operations, and transformation in the AI era.
- **Author of [The More Effect](#)** – a leadership philosophy and framework for unlocking human potential in business and life.
- **Creator of the Experience Manufacturing Doctrine** – building emotionally resonant, high-performance cultures in the age of digital transformation.

Let's build something meaningful. Let's create systems that serve people.

Professional Experience continued below.

VertMarkets / Life Science Connect — Horsham, PA

SVP, Operations & CX (2017–2023)

SVP/GM, Life Science Training Institute (2016–2017 - 1 year strategic turnaround assignment)

VP, Operations, Strategy & Product (2006–2016)

Acted as de facto COO across a \$30M+ B2B portfolio spanning media, SaaS, content services, data analytics, and training. Held accountability for global operations, media & content services, digital infrastructure, and customer success. Product managed launch and scale-up of Life Science Connect's Templeton® [Customer Insights Platform](#), a proprietary marketing and analytics platform.

- **Drove \$2.5M in annual cost savings** by building and scaling an offshore production hub in India—boosting operational efficiency without sacrificing quality.
- **Led full P&L turnaround** of Life Science Training Institute—growing revenue 40% and conversion rates 15% through commercial focus and digital expansion.
- **Integrated CRM, CMS, and finance systems** to streamline delivery speed and eliminate internal friction—unlocking scale across a multi-unit B2B portfolio.

Thomson Peterson's — Lawrenceville, NJ

Executive Director, Customer Operations & Support

2004 – 2006

ClubSystems Group — Jenkintown, PA

Director, Customer Support & Marketing

2002 – 2003

VerticalNet — Horsham, PA

Director, Customer Operations & Training

1999 – 2001

EDUCATION

University of Phoenix — Philadelphia, PA

Bachelor of Science, Business Administration — *Magna Cum Laude*, 2004

Syracuse University — Syracuse, NY

Chemical Engineering (1991–1993)