

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 media, consistently driving 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 Product, Engineering, and Growth. *Achievement, with maximum contribution and productivity, at scale.*

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

LEADERSHIP HIGHLIGHTS

- **Workforce Optimization:** Led a 75% reduction in payroll expense in 18 months through strategic workforce redesign, AI automation, and business process optimization **unlocking multi-million dollars in cost savings**.
- **Cost Transformation:** Reduced Noom's operating expenses by 45% YoY through vendor consolidation, contract negotiations, and AI deployment.
- **CX Leadership Award Winner (2025), IBEX:** [Honored](#) as one of the industry's top innovators and game-changers for pioneering the future of customer experience through AI-driven emotional intelligence, Experience Manufacturing™, and scalable human-centered solutions
- **AI-Driven Service at Scale:** Deployed genAI Agents with **Decagon**, increasing deflection (15%) and CSAT (25%), as well as automating account cancellations and refunds.
- **Higher Satisfaction:** Improved CSAT across all channels nearly 20% with improvements across people, process, and technology with a focus on **staying human in an AI world**.

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.

- Deployed conversational genAI (**Decagon**) to scale member support—delivering higher deflection rates (63% ->74%), improved CSAT (3.1 -> 3.95), and increased service efficiency (AHT decreased 24%) with reduced human touchpoints.
- Built a strategic planning and workforce model to **consistently forecast labor across three front-line teams** (of more than 200 people) inclusive of two global BPOs, coming in under budget 13 consecutive months.
- Introduced a new refund policy that reduced AHT by 43%, improved CSAT, and lifted App Store sentiment substantially
- Launched Noom Mindset Coaching Platform—combining AI-assisted coaching, gig economy flexibility, and premium 1:1 support enabling **a 50/50 hybrid workforce** (W2/1099) three quarters ahead of target. (www.noom.com/nmc)
- Doubled Health Coach caseloads (250 to 500) by deploying AI LLM-assisted message drafting (Write Away) and instant summarization (TL;DR) **without sacrificing quality**.

Vice President, Customer Experience, Service & Coaching

Jan 2024 – July 2024

- Oversaw coaching, trust & safety, care coordination 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 Experience Manufacturing™** – building emotionally resonant, high-performance cultures in the age of digital transformation.

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)