

Jeremy Victor

Customer Experience & Operations Executive | Driving AI-First Transformation & Growth

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EXECUTIVE SUMMARY - Chief Customer Officer



Customer Experience & Operations Executive with a proven record of transforming global CX and operations. Trusted by CEOs and boards to cut costs, lift satisfaction, and build high-performance teams ready for the AI-first, always-on economy. Blends strategic rigor with creative problem-solving, consistently turning vision into discipline, execution, and measurable outcomes.

- **Doing More with Less:** Expertise in re-architecting systems, labor planning & forecasting, streamlining processes, and negotiating vendor agreements that unlock millions in savings without sacrificing quality or scalability.
- **Ideas to Outcomes:** Relied upon to translate strategy into execution by modernizing operations, automating workflows, shaping product vision, and aligning cross-functional teams across CX, Product, Engineering, and Growth to deliver measurable enterprise value.

LEADERSHIP HIGHLIGHTS

- **CX Transformation at Scale:** Reduced Noom OPEX by 45% YoY and payroll by 75% through strategic workforce redesign, BPO optimization, and vendor consolidation. Optimally staffed the department, scaling from 600+ employees and agents to 250, while maintaining quality and performance against seasonal demand.
- **Noom GLP-1Rx Scale-Up:** Built CX, coaching, and care coordination operations to support the rapid growth of Noom's GLP-1 prescription program, scaling from single-digit daily orders to 25K monthly, sustaining quality of care and patient trust.
- **AI at Scale:** Deployed Decagon genAI agents: increased chat CSAT 25%, achieved 80% deflection, and fully automated account cancellations and refunds.
- **Operational Innovation:** Doubled health coaching productivity (250 → 500 caseloads) through applied AI, automation, and a redesigned workforce model, unlocking multimillion-dollar savings.
- **Industry Recognition:** Honored with the **2025 IBEX CX Leadership Award** for pioneering AI-driven emotional intelligence experiences and scalable human-centered solutions.

PROFESSIONAL EXPERIENCE

NOOM

Chief Customer Officer (Jul 2024 - Present)

Vice President, Customer Experience, Service & Coaching (Jan 2024 – July 2024)

New York City | Princeton, NJ

Own global customer experience, operations, care coordination, and coaching strategy across AI-enabled platforms and support channels delivering scalable systems and consistent outcomes.

- **Customer Loyalty:** Increased CSAT 20% across all channels through systemic improvements, including a redesigned refund system and policy that cut AHT 43% and substantially improved App Store sentiment—strengthening trust, loyalty, and brand affinity.
- **Revenue Protection:** Automated and optimized the cancellation counter-offer flow with Decagon, saving \$250K in potential lost revenue each month.
- **Forecasting Discipline:** Engineered labor forecasting model across three front-line teams (250+ people) inclusive of two global BPOs; delivered 13 consecutive months under budget.
- **Workforce Innovation:** Launched *Noom Mindset Coaching Platform*, combining AI-assisted coaching, gig economy flexibility, and premium 1:1 support; achieved a 50/50 hybrid workforce (W2/1099) three quarters ahead of target.
- **Product & Experience Innovation:** Integrated AI into frontline tooling and support applications: Welli, Noom's Virtual Coach, AI-Assisted Coaching (Write Away and TL;DR), Voice of the Customer and Experience Scores, with MaestroQA and Zendesk — modernizing feedback loops and driving consistent quality at scale.

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.

PROFESSIONAL EXPERIENCE

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)

THOUGHT LEADERSHIP & STRATEGIC CONTENT

Recognized thought leader advancing the future of operations, AI, and customer experience.

- **Creator**, [Business at the Speed of AI](#) (Substack and Podcast) exploring leadership, operations, and transformation in the AI era.
- **Author**, [The More Effect](#) – Forthcoming 2025
- **Creator**, **Experience Manufacturing™** – building emotionally resonant customer experiences and high-performance cultures in the age of digital transformation.