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 $1.5M in potential lost revenue annually.

- **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.

Life Science Connect [VertMarkets] **— 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 content production hub in India boosting operational efficiency without sacrificing quality.
- **Quadrupled Content Services division revenue** in one year (from $2.5M to $10M) through new product expansion, client upsell, and operational scale.
- **Delivered 90%+ client retention and double-digit account growth** while leading Customer Success for global pharma clients including Pfizer, Merck, Lonza, and Thermo Fisher; oversaw execution of all media deliverables, reporting, and daily project management.

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.

BUSINESS TRANSFORMATION - AI DEPLOYMENTS AT NOOM

- **Write Away** – AI-assisted Health Coaching message drafting application that doubled coach caseloads (250 → 500) by generating empathetic, context-aware responses.

- **TL;DR** – Instant AI summarization of Noom member app activity (steps, nutrition, content etc) reducing Health Coaches AHT by surfacing important insights and milestones.

- **Automated Refunds & Account Cancellations** – Fully automated workflows that deflected 90% of these service interactions.

- **Counter-Offer Flow Automation** – AI personalization in cancellation flow requests, recovering ~$1.5M annually in at-risk revenue.

- **Deployed Decagon Agents** – GenAI-powered chat service that raised deflection from 63% (Forethought) → 80%, improved CSAT (+25%), and reduced AHT (−24%).

- **Agent Assist (Decagon + Zendesk) –** Real-time AI copilots embedded in Zendesk that suggested next-best responses, knowledge articles, and actions to speed resolution and ensure accuracy.

- **MoreScore** – Inventor patent-pending AI/ML system designed to evaluate sentiment in real-time assessing when to escalate to human agents and quantify customer emotional equity and brand affinity over time.

- **Labor Forecasting Model** – Workforce modelling engine that optimized staffing across 250+ FTEs and BPOs, delivering 13 straight months under budget.

- **Front-Line Agent Quality & Coaching** – AI quality scoring of empathy, accuracy, and compliance, feeding targeted coaching improvements.

- **Experience Scores** – Four-dimensional AI evaluation of every service interaction (sentiment, resolution, agent knowledge, churn risk), feeding CX, product, and retention strategy.