

JEREMY RAMEY

Implementation Manager | Onboarding Deployments | Platform Configuration & Integrations | Go-Live Execution

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[Github Implementation Portfolio](#)

PROFESSIONAL SUMMARY

Marketplace and SaaS leader with 5+ years driving enterprise partnerships, platform adoption, and revenue expansion across global B2B ecosystems. Experienced in managing high-volume partner portfolios, optimizing performance through data-driven strategy, and executing complex cross-functional deployments. Proven ability to align commercial growth with operational scalability in multi-stakeholder environments.

PROFESSIONAL EXPERIENCE

Uber Technologies

Growth Implementation Lead - 06/2022 - 07/2025 | San Francisco

- Led end-to-end enterprise SaaS implementations across Mid-Market and Enterprise customers, managing 17–40 concurrent projects from contract close through go-live and Customer Success transition.
 - Led 4–8 week end-to-end deployments, maintaining a 91% on-time launch rate through milestone tracking and risk mitigation.
 - Configured customer environments within platform UI to align with organizational workflows, approval structures, and policy requirements.
 - Managed B2B API integrations (Concur, HRIS, SSO platforms) to ensure system interoperability and scalable data synchronization.
 - Oversaw deployments impacting 173K+ end users, aligning system configuration with operational structure across distributed organizations.
 - Led customer training sessions for administrators and end users, delivering onboarding materials and best-practice workflows.
 - Coordinated closely with Sales, Product, Engineering, and Finance to resolve technical blockers and ensure successful launch.
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Cloudbeds

Customer Success Manager - 03/2020 – 08/2022 | Miami

- Generated \$2.3MM in upsell revenue by transitioning customers to Cloudbeds Payments, protecting margin and preventing subscription downgrades.
 - Increased upsell/cross-sell opportunities by 34% through proactive account analysis and performance escalation within 72-hour SLA frameworks.
 - Leveraged Salesforce, Zendesk, and Jira to track revenue performance, account health, and pipeline visibility.
 - Partnered with Sales Expansion teams to identify revenue growth opportunities and optimize account performance.
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Booking.com

Account Manager - 03/2018 – 03/2020 | Miami

- Owned performance strategy for a portfolio of 287 hotel partners, driving marketplace visibility, and revenue optimization.
 - Conducted data-driven portfolio reviews using Tableau to deliver weekly and YoY forecasting, and competitive benchmarking.
 - Reduced over-cancellations by 12% and increased portfolio adoption by 10% through distribution, pricing, and content optimization strategy.
 - Led structured business reviews and workshops to identify expansion and upsell opportunities, increasing commercial pipeline by 25%.
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Account Executive - 06/2016 – 03/2018 | Atlanta

- Managed full partner acquisition lifecycle from prospecting through marketplace activation.
 - Performed front-end listing audits to improve conversion performance, including visual asset quality enhancement, content completeness, and merchandising optimization.
 - Advised partners on website positioning, pricing strategy, and digital traffic engagement to increase booking volume.
 - Negotiated onboarding agreements and ensured seamless transition from signed contract to revenue activation.
 - Collaborated cross-functionally to align commercial commitments with operational execution.
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Hotel Coordinator - 02/2015 – 06/2016 | Atlanta

- Supported high-volume partner onboarding and activation within a global SaaS marketplace.
 - Conducted listing quality audits, enhancing image resolution and content accuracy to improve search ranking and guest conversion.
 - Resolved operational escalations and maintained service-level performance standards across a large partner base.
 - Built foundational expertise in partner lifecycle management and platform performance optimization.
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TECHNICAL PORTFOLIO | Implementation & Integration Documentation | [GitHub](#)

- Developed structured documentation outlining end-to-end SaaS onboarding workflows
- Documented API and SFTP integration processes, configuration steps, and validation checkpoints
- Built reusable kickoff agendas and deployment guides supporting scalable enterprise implementations.