

# JEREMY HUDSON

DIGITAL MEDIA AND  
CLIENT SERVICES LEADER

## CONTACT ME

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3002 W Libby St  
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## SKILLS

Team Leadership & Development

Project Management

Sales Process Optimization

Digital Product Development

Client Retention & Satisfaction

Verbal & Written Communication

Technical Troubleshooting

CRM Software  
(SalesForce, Hubspot)

Project Management Software  
(Wrike, Asana, Monday)

Web Development  
(PHP, JS, HTML, CSS)

Design Development  
(Photoshop, Illustrator)

Digital Marketing Tools  
(Google Analytics, GAM, Stripo)

Microsoft Office Suite  
(Word, Excel, PowerPoint, Outlook)

## EDUCATION

Bachelor's of Science (CIS)

**DeVry University**  
2000-2003

## ABOUT ME

A highly skilled and dedicated sales and service leader, with extensive experience managing projects and guiding teams to achieve high-performance results. A solutions-oriented professional who thrives in fast-paced environments and excels at solving complex problems under pressure. Adept at optimizing processes, driving team success, and delivering exceptional customer service to contribute to business growth and efficiency.

## WORK EXPERIENCE

### Sales and Operations Service Manager at **BONNEVILLE PHOENIX** from 2023 till 2024

Led a team of six professionals, overseeing client requests and sales fulfillment to ensure high-quality service and client satisfaction.

- Managed and customized project management software to streamline request processing, task allocation, and project tracking, driving improved productivity and communication across multiple Bonneville markets.
- Collaborated closely with cross-functional teams, including sales, logistics, and customer service, to resolve complex client issues and deliver tailored solutions within tight timeframes.
- Trained, mentored, and developed team members, fostering a collaborative and high-performance work environment.
- Designed and implemented efficient sales project workflows, optimizing the entire sales cycle from request to fulfillment, leading to improved process efficiency and reduced response times.
- Streamlined service delivery processes, reducing time from sale to project completion by 25% and minimizing human errors.
- Implemented standardized workflows, improving task handoffs and enhancing communication among teammates and stakeholders.

### Digital and Operations Service Manager at **BONNEVILLE PHOENIX** from 2007 till 2023

Oversaw cross-functional digital solutions team of designers, developers, and operations professionals to create customized solutions for client needs, enhancing user engagement and conversions.

- Developed and implemented processes, tools, and workflows for efficient design, development, and launch of customer-facing digital assets, ensuring timely delivery and high-quality output.
- Spearheaded adoption of new technologies and digital marketing techniques, keeping the company at the forefront of industry trends and improving the effectiveness of digital product offerings.
- Partnered with stakeholders, including sales and marketing teams, to align digital strategies with client objectives and ensure seamless integration of digital assets into broader campaigns.
- Provided leadership and guidance to team members, promoting best practices, creativity, and a collaborative environment to drive innovation and project success.

### Technical Producer at **WALT DISNEY** from 2005 till 2007