

# JAS BOND

EXECUTIVE CUSTOMER OPERATIONS LEADER

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## SUMMARY

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Senior Manager and Program Leader with 10+ years of experience transforming customer support operations, quality management, and learning strategy across global, high-growth organizations. Leads distributed teams and vendor ecosystems through change by uniting quality, training, and governance disciplines. Skilled in building scalable systems that align people, process, and technology to strengthen compliance, improve customer trust, and drive measurable business impact. Recognized for developing high-performing leaders, operationalizing AI and automation initiatives, and translating insights into sustainable frameworks that elevate business outcomes, employee performance, and customer satisfaction.

## SKILLS

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AI & Automation | Operational Excellence & Scaling | People Leadership | Quality Governance | QMS Management | Customer Experience Strategy | Instructional Design | Cross-Functional Collaboration | Change Management | Data-Driven Decision Making | Escalation Management | Service Recovery | Process Improvement | Kaizen | Program & Project Management | Culture & Engagement Leadership | Customer Intelligence | Regulatory & Risk Compliance | Trust & Safety | Content Moderation

## CAREER HIGHLIGHTS

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- **Global Support Migration & Optimization:** Led Cash App's global migration of voice operations from LATAM to APAC, overseeing vendor selection, staffing, tooling, and launch readiness. Transitioned 80%+ of global volume over 10 months, surpassing legacy benchmarks in QA (+7%), CSAT (+5%), and productivity (+11%).
- **AI-Driven Workflow Automation:** Ideated and launched Magic Workflow at TikTok, an AI-powered system using large language models to interpret inbound chat and email intent and surface the correct SOPs for advocates. Reduced time to resolution by 18%, QA markdowns by 21%, improved CSAT by 9%, and lifted first-contact resolution across complex product categories.
- **Governance Framework for Voice Operations:** Built and operationalized the Cash Customer Operations Governance Model, creating a unified framework around Customer Focus, Performance Management, and Operating Discipline. Standardized execution across in-house and BPO teams, improving operational consistency, accountability, and measurable gains in customer satisfaction and efficiency.
- **Scaled Quality and Learning from 0 to 1 at TikTok Shop:** Designed and launched TikTok Shop's global Quality and Learning ecosystem from the ground up. Built calibration, enablement, and audit frameworks across four continents, improving policy consistency by 35% and creating an integrated readiness model for new product categories.
- **Enterprise Transformation & Voice of the Customer:** Converted Staples' Frontline CS training from static presentations to an LMS-based learning model and automated manual Outlook routing through Emailgistics. Founded the company's first enterprise Voice of the Customer (VoC) program—scoping requirements, securing cross-functional alignment, building dashboards, and partnering with Marketing to drive adoption and actionable insights.

## PROFESSIONAL EXPERIENCE

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### ASSOCIATE DIRECTOR, CUSTOMER SUPPORT OPERATIONS

CashApp | Remote | 06/2024 - Present

*Leads global support operations and partner performance strategy for 3,000+ omnichannel support advocates across LATAM and APAC. Aligns quality, training, and governance with Cash Customer Operations (CCO) goals to strengthen trust, compliance, and operational excellence.*

- Served as the Directly Responsible Individual (DRI) for Quality, Learning & Development, and Escalations while maintaining primary ownership of global operations – integrating these enablers into performance frameworks that improved service consistency and customer trust.
- Directed a multi-regional management team to standardize governance, readiness, and capability development, introducing operational scorecards and analytics that enhanced accountability and decision visibility.
- Developed and executed operational strategies that unified BPO and in-house teams around shared KPIs for CSAT, SLA, and compliance – driving measurable gains in operational predictability and team performance QoQ.
- Established governance routines integrating QA, CSAT, SLA, and compliance metrics into executive dashboards, enabling proactive risk management and informed prioritization.
- Partnered with Product, Risk, and Legal to align workflows and tooling with Cash App’s experience, trust, and compliance standards – closing procedural gaps and improving audit readiness by 17%.
- Coached and developed regional leaders to scale management capability and operational discipline, strengthening leadership consistency and engagement across partner networks.
- Operationalized long-term scalability through cross-regional governance cadences and performance frameworks that sustain quality delivery, learning alignment, and escalation readiness.

## GLOBAL TRAINING & QUALITY OPERATIONS LEAD

TikTok Shop | Nashville, TN | 04/2023 - 06/2024

*Oversaw global enablement, training, and quality governance for TikTok Shop’s multi-region support ecosystem spanning EMEA, LATAM, and APAC. Directed a distributed team responsible for maintaining quality standards, policy alignment, and operational readiness across fast-evolving product categories.*

- Led a 60+ person global QA and enablement organization, setting direction, reviewing performance data weekly, and aligning cross-regional objectives that drove year-over-year improvements in quality accuracy and compliance adherence across 4 markets.
- Developed and operationalized global calibration routines across LATAM, APAC, and EMEA, increasing evaluator alignment by 25–35% and ensuring consistent interpretation of complex policy requirements in regulated categories.
- Partnered with Regional Ops and Legal to close high-risk compliance gaps and resolve ambiguous policy areas, reducing downstream customer escalations by double-digit percentages and strengthening trust in regulated workflows.
- Drove operational readiness for new product launches by coordinating training updates, QA logic changes, and go-live verification across all regions – cutting launch timelines by 2 weeks and achieving 100% day-one operational readiness.
- Used quality analytics and WBR insights to identify process defects across contact handling, policy clarity, and agent performance – leading large-scale remediation of 106 recurring issues and improving first-contact resolution trends.
- Maintained tight partnership with Product and Risk to translate emerging platform or policy changes into clear QA and training guidance, enabling proactive readiness and reducing unscored or mis-scored contacts by 30% before frontline impact.
- Coached and developed QA and enablement leads across time zones and cultural contexts, strengthening analytical depth, operational planning, and stakeholder communication – resulting in a notable uplift in calibration accuracy, reporting quality, and cross-functional alignment.

## EXECUTIVE INQUIRY MANAGER, D2AS ECR

Amazon | Remote | 04/2022 - 04/2023

*Led a high-performing team resolving Amazon’s most critical L8+ customer escalations, including cases directed to the CEO and senior leadership. Balanced people development, regulatory precision, and stakeholder management in a high-visibility environment.*

- Managed a global team resolving more than 1,200 executive-level escalations annually, maintaining an average time-to-resolution of 8.2 days, down from 13+ days prior to process redesign.
- Built and operationalized a structured framework for root cause and preventive analysis (RCA/PA) that reduced repeat escalations by 30% and improved traceability of systemic issues across Alexa, Prime, and Device ecosystems.
- Partnered with Legal, PR, and Product leadership to identify and mitigate risk exposure, ensuring full compliance with communication and documentation standards and driving a 22% improvement in correspondence accuracy.
- Authored over 150 executive briefings and post-mortems for VP- and SVP-level review, influencing key product, policy, and workflow decisions impacting millions of customers.

- Coached escalation leaders (EILs) to strengthen judgment, narrative precision, and root-cause documentation, resulting in a 15% improvement in resolution quality scores and fewer secondary escalations.
- Designed and implemented executive dashboards tracking case categories, resolution trends, and policy adherence, improving leadership visibility and decision-making speed by 19%.
- Drove cross-functional corrective action programs that addressed recurring issues in device fulfillment, connectivity, and data handling, reducing escalation volume in those categories by 25% over two quarters.

## SENIOR MANAGER, QUALITY & CUSTOMER EXPERIENCE E-COMMERCE

Staples | Remote | 06/2021 - 04/2022

*Owned quality and customer experience strategy for Staples.com and marketplace operations, leading multi-site teams and vendor partners across chat, email, and voice channels.*

- Oversaw end-to-end experience delivery across a digital ecosystem generating 300K–500K+ monthly customer interactions, ensuring quality, escalation governance, and service integrity across all support channels.
- Directed a team of 30+ QA and escalation leaders accountable for daily experience management, root-cause reviews, and service recovery, improving issue classification accuracy by 20% and cutting repeat contacts tied to digital transaction failures.
- Partnered with Product, Policy, and Finance to resolve recurring defects in refund, billing, and order workflows, recovering \$3.7M in annualized revenue risk and reducing defect-driven escalations by double-digit percentages.
- Drove vendor governance through weekly performance reviews and calibration sessions, ensuring BPO sites met or exceeded SLA, QA, and CSAT targets for 8 consecutive quarters.
- Developed an escalation framework that improved accuracy, accountability, and speed to resolution—reducing Tier 2 handoffs by 31%, increasing closure quality by 18%, and shortening investigation timelines for complex cases.
- Instituted executive-facing QA and CX dashboards consolidating performance, sentiment, and defect trends into a single reporting view, enabling leaders to make data-backed product and policy decisions that reduced avoidable contacts by 15%.
- Led seasonal readiness planning across L&D, Ops, and CX to ensure full service continuity during peak retail cycles and major product launches, achieving zero critical outages and consistent SLA performance throughout peak.

## SENIOR PROGRAM MANAGER, ENTERPRISE QUALITY & LEARNING STRATEGY

Staples | Remote | 10/2016 - 06/2021

*Oversaw enterprise-wide quality, training, and process improvement programs across Staples' B2B, healthcare, and government client segments. Managed multi-site teams and vendor partners to strengthen operational alignment and accountability.*

- Designed and implemented enterprise QA governance routines that standardized evaluation criteria, calibration, and compliance checks across all business units and vendor partners, increasing scoring consistency by 25–30% and reducing audit variance across sites.
- Led readiness and quality planning for large enterprise account transitions, ensuring QA documentation, training materials, and SLAs were fully aligned prior to launch—resulting in 100% day-one readiness and eliminating early-stage quality gaps seen in past transitions.
- Partnered with Operations and Sales leadership to uphold service-level entitlements for key contracts, using QA audits and VOC trend analysis to surface risks early and prevent high-value account escalations.
- Oversaw daily calibration, feedback loops, and performance reviews across internal and BPO evaluators, driving measurable improvements in scoring accuracy and reducing insight-to-action turnaround time by 40%.
- Translated QA findings into targeted training programs and process updates, strengthening frontline accuracy and reducing repeat errors in high-volume workflows by double-digit percentages.
- Championed leadership development within QA and Training by coaching managers on analytical storytelling, performance coaching, and stakeholder influence, resulting in a notable uplift in report quality, executive-ready communication, and cross-functional alignment.

## EDUCATION

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**PSYCHOLOGY** | Southern New Hampshire University  
Manchester, NH

December 2025