

JESSICA LUDLOW

PRINCIPAL CONSULTANT | OPERATIONS EXPERT

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PROFESSIONAL SUMMARY

Proactive and efficient professional with a proven record of dedication and progression within a company working with small-business to enterprise customers. Expertise in optimizing operations and systems through evaluation, solution application, and process adjustment. Determines problem areas and guides projects while fostering connections, and provides mentorship opportunities for team members. Excellent written and verbal communication. Quickly gains expertise in new products and connects complex ideas.

SKILLS & EXPERTISE

Operational Efficiency | Systems Optimization | Process Improvement | Strategic Execution | Data Analysis | Cross-Functional Collaboration | Problem Solving | Business Consulting | Project Management | Enablement | Leadership | Advanced Microsoft Office | Advanced Google Suite | Salesforce | Slack Workflow Automation

PROFESSIONAL EXPERIENCE

Principal Consultant, Professional Services | Entrata 10/2022 – Present

- Proactively identified and resolved problems with internal operations, promoting improvement and understanding of implementation processes, roles, and responsibilities.
- Guided 5 senior consultants in mentoring a team of 30+ consultants in consulting skills, including best practices and system functionality to maximize the impact of Entrata's full suite of offerings.
- Collaborated in 25+ projects across teams and departments as a direct liaison with Product, Sales, Strategy & Business Operations, Support, Contract Operations, Migrations, and Project Management.
- Decreased Time to Value from 5 business days to 1 business day for specific data migration type.
- Directed 2 internal process improvement projects during a 6-month period to build certification operations around product understanding and create a baseline to standardize consultations.
- Partnered with Sales to assist in scoping product fit and customer needs to prepare for implementation.
- Researched, implemented, and administrator for a budget-friendly scheduling system, which enabled the planning and execution of the largest consulting event of the year, including 194 total appointments held over 3 days with 24 expert consultants who helped clients reach their business goals.

Senior Consultant & Operations Consultant | Entrata 10/2020 – 09/2022

- Consulted 40+ clients in Entrata software application and usage, totaling \$86.5M in ACV.
- Applied complex problem-solving skills in advising customers and teammates with strategic solutions.
- Assisted in performing interviews and training, mentoring new team members, and acting as SME.
- Implemented 10-20 products per customer as part of PaaS integration—the most of any consultant.
- Coordinated between customer business and technical teams to configure products as necessary.
- Optimized customer processes and achieved desired functionality via system configuration.
- Facilitated weekly software testing and troubleshooting meetings with 15+ consultants.
- Provided post-sales consulting services to ensure world-class customer experience.

Associate Operations Consultant | Entrata 03/2020 – 10/2020

- Assisted consultants and project managers with customer configurations.
- Utilized extensive product knowledge to test and resolve or escalate customer implementation issues.
- Collaborated with consultants to enhance and innovate processes for implementation tasks.
- Worked closely with Product and Development, to make 1 task 33.75% more efficient.

HelpDesk Specialist | Entrata 02/2019 – 03/2020

- Provided world-class customer experiences to 2 key clients, totaling \$32M ACV and \$4.5M ACV.
- Established trusted relationships with key contacts, attending bi-weekly calls to discuss customer concerns, troubleshoot issues, and review platform functionality changes or questions.
- Collaborated with internal stakeholders within several departments, to provide specialized support.

Client Resolution Specialist, Entrata Core | Entrata 04/2018 – 02/2019

- Provided subject matter expertise on 6+ product offerings for internal stakeholders and clients.
- Coordinated with multiple internal departments to provide optimal support as a subject matter expert.
- Facilitated team building as the Support Activities Committee Chair.

Operations Coordinator, Leasing Center | Entrata 01/2018 – 04/2018

- Consulted strategic clients in determining adjustments to call routing, tour calendar availability, and property information settings.
- Performed audits to ensure high quality work, completed data analyses for evaluation, and reported findings to agent managers and supervisor.
- Improved process for onboarding virtual agents to ensure compliance and optimal technical operations.

Senior Team Lead & Leasing Specialist | Entrata 07/2016 – 12/2017

- Managed and mentored 20+ remote agents, and initiated many virtual team-building activities.
- Met and exceeded individual and team metric goals each quarter, ensuring continued excellence.
- Provided exceptional customer service, aimed at creating positive experiences.

Additional Career Experience [Here](#)

EDUCATION

Family Life, B.S. | Brigham Young University Class of 2017

- School of Family Life Student Association Board Member
- International Folk Dance Club Historian
- Folk Dance Team Class Representative

General Education | Maricopa Community Colleges

- Vocal Scholarship – Chandler Gilbert Community College