

# Jess Ourand

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## PROFESSIONAL EXPERIENCE

### **Gust, inc.** New York, New York — (August 2016 - Present) *Customer Support Manager, Gust Launch*

Gust is a SaaS platform for incorporating, operating, and investing in scalable, high-growth companies.

- Onboard customers and provide guidance and education around complex legal workflows to early-stage startup founders.
- Provide platform support to over 3,000 Launch company founders.
- Maintain CSAT score of 100% on ticket performance over the past two years.
- Write and document operational best practices for the Customer Support team.
- Collect data on customer pain points and product confusion and provide recommendations to product, development, sales and marketing teams.
- Review consumer facing marketing copy for accuracy and provide recommendations based on known user feedback.
- Concierge company setup for growing customer base from \$0 to \$1M ARR.
- Manage relationships with key partners including Amazon Web Services, Harvard Business Services, Azlo Bank and others.

### *Customer Support Specialist, Gust Equity Management*

August 2016 - January 2017

- Provided equity cap table management support for 9,000+ customers.
- Hosted product demos and education sessions for customers to learn our software.
- Worked alongside Product and Development as a project manager to find solutions to common customer issues.

### **Monkey Tree Learning Center, Hong Kong** — *Head Teacher and Recruitment*

SEPTEMBER 2013 - MAY 2016

- Taught English lessons to students aged 4 through 16.
- Developed lesson plans and prepared activities for school.
- Managed staff of teachers, liaising between corporate headquarters and franchise school staff.
- Held 1:1 check in and performance reviews with teaching staff and provided actionable feedback to encourage career growth.

## SKILLS

Distributed team management, Full Time remote 2+ years

Account Management

Customer Advocate

Ability to gain a deep understanding of complex subject matters

## TECHNICAL

Helpdesk: *Intercom, ZenDesk, HelpScout*

Marketing: *HubSpot, SendGrid*

Data Visualization: *Periscope*

Project Management: *Trello, ProductBoard, Pivotal Tracker*

Productivity: *Slack, G-Suite*

## EDUCATION

**Old Dominion University, Norfolk, VA** — Bachelor of Science in Education  
August 2009–May 2012

## VOLUNTEER

### **CARE NOW After School**

**Program:** Mentored at-risk youth promoting resilience and positive character traits in an after school setting.

### **Riverside Behavioral Health:**

Volunteered as a Recreation Therapist for adolescents (12–18) with developmental and behavioral disabilities.