

At the core of everything I do is people. Processes, metrics, and systems matter deeply to me too, and I am good at building all of them. But the reason I build them is people. The customer who calls frustrated and hangs up feeling genuinely helped. The new team member who is struggling and just needs someone to believe in them. The direct report who figures out how to handle a hard situation on their own for the first time. Those are the moments I build my career around, and the systems I build exist to create more of them.

I am a people leader at heart. That is my strongest gear and the role I am most passionate about. I connect with people quickly, build trust that lasts, and have a genuine ability to make the people around me want to do their best work, not because I demand it but because they feel seen, supported, and invested in. At Suralink I built a support team from scratch and grew it into something the company was genuinely proud of. CSAT went from 30% to 98%. But what I am more proud of is that I hired people who had never worked in SaaS before and coached them into confident, capable professionals. I ran real performance reviews, had real career development conversations, and stayed invested in where my team was going even after the metrics were already good.

The systems and operations side of my work exists because of the people side, not the other way around. I build knowledge bases so my team does not burn out answering the same questions on repeat. I create processes so people can do their best work without friction getting in the way. I push into engineering meetings when customer issues are being deprioritized because letting those issues sit means letting my customers and my team down. Every structure I build is in service of the people it affects.

I have done this across fintech, SaaS, and regulated industries. I have managed teams, led engineering sprints, owned product launches, and walked 50+ customers through full platform setup personally. The range is real. But the reason any of it worked is that I genuinely care about the people involved, and that caring is something people feel.

I am looking for a role where people leadership is the point, not a side note. If you are building a team where connecting with people, developing them, and creating an environment where they do their best work is what the job is actually about, I would love to talk.

Warm regards,  
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