

JACLYN VALENTINE

EDUCATION

Bachelor of Nursing, BSN
Regis University
December 2025

Diplomacy & Foreign Affairs, BA
Miami University - OH
May 2014

KEY SKILLS

Adaptability
Communication
Operations Leadership
Project Management
Program Management
Process Improvements
Mentorship
Event Management
Brand Development
Adaptability
Clinical Documentation System

VOLUNTEER

The Argyle
Volunteer
Denver, Colorado
2025

**Little Brothers
Friends of the Elderly**
Volunteer and VAT Board
San Francisco, California
2023-2025

18th Street Kitchen
San Francisco, California
2023-2024

PROFESSIONAL EXPERIENCE

NURSING EXTERNSHIP *Denver Health | Denver, CO | June 2025*

- Selected for a competitive apprenticeship at one of Colorado's premier safety-net hospitals
- Provide direct care under the supervision of RNs, collaborating with PMHNPs, psychiatrists, and therapists
- Assist with patient assessments, therapeutic interventions, and clinical documentation
- Support adolescent and adult patients with acute psychiatric and medical complications

GLOBAL EVENT MANAGER *Acumen | San Francisco, CA | 2023 – 2025*

- Led the design and execution of high-impact events engaging donors, board members, and ecosystem partners to advance Acumen's mission
- Developed strategic event frameworks that aligned with organizational goals and promoted stakeholder collaboration across global teams
- Oversaw venue selection, vendor coordination, program development, and on-site operations for domestic and international events
- Collaborated cross-functionally to shape event themes, agendas, and outreach, effectively communicating impact and vision
- Managed full event lifecycle including contract negotiation, budgeting, and post-event analysis to optimize future programming
- Cultivated meaningful relationships that strengthened partnerships and inspired action toward global social entrepreneurship initiatives

SENIOR PRODUCT MANAGER BUSINESS ANALYST *UKG | San Francisco, CA | 2022 – 2023*

- Collaborated with cross-functional teams (Support, Services, Development, QA) to design and refine software solutions aligned with customer and business needs
- Translated complex requirements into clear user stories, use cases, and acceptance criteria to drive efficient development cycles
- Facilitated strategic planning sessions and cross-team meetings to define problem statements, prioritize features, and ensure user-focused outcomes
- Managed project scope, timelines, and communication workflows while proactively identifying risks and implementing mitigation strategies for successful delivery

FOUNDER *Wandering Women Co and Mountain Made | Denver, CO | 2020 – 2023*

- Launched and scaled a purpose-driven outdoor education company offering annual backpacking treks that empower women with backcountry skills, safety training, and confidence under the guidance of certified Wilderness First Aid instructors
- Built the business from inception to profitability, generating \$30,000 in revenue within two years through strategic digital marketing and without external funding

- Developed operational infrastructure, including reusable guidebooks, waivers, and participant materials, improving efficiency and trek readiness
- Grew brand visibility and customer engagement through organic marketing campaigns, including SEO-optimized web content and targeted Instagram outreach
- Organized and led community events focused on wellness, entrepreneurship, and women's leadership, managing budgets and attracting 80–150 attendees per session

CUSTOMER SUCCESS MANAGER

Splash / Remote / 2021 – 2022

- Managed a portfolio of 82 enterprise clients, driving product adoption, engagement, and renewals that contributed to \$2M in annual recurring revenue and \$400K in average annual expansion
- Developed scalable strategies to align client goals with measurable event success, delivering impactful business reviews grounded in KPIs and OKRs
- Collaborated cross-functionally as Assistant Product Manager for the Mobile Host App, leading stakeholder meetings, managing the JIRA backlog, and overseeing vendor selection
- Championed mobile product adoption by enhancing user experience, streamlining feature rollouts, and supporting cross-team discovery initiatives

STRATEGY + OPERATIONS MANAGER / ALUMNI RELATIONS TEAM

Macquarie University / Sydney, Australia / 2019 – 2020

- Co-developed and launched the LIFT Mentoring Online Platform, successfully connecting business students with alumni across global industries
- Designed event materials, managed budgets, and led marketing efforts to increase alumni engagement and student participation
- Planned and executed international events across four continents, coordinating with the Australian government, universities, vendors, and speakers to deliver high-impact programming

ACCOUNT MANAGER – BENEFIT TRANSFERS

Gusto / Denver, CO / 2018 – 2019

- Served as primary liaison between health insurance carriers and small business clients to ensure accurate benefit administration and enrollment
- Streamlined implementation workflows, reducing setup time by 20 days and increasing monthly onboarding volume by over 30%
- Provided subject matter expertise on health plans, enrollment systems, and compliance processes, enhancing client experience and operational performance

SUPPLY CHAIN AND MATERIALS COORDINATOR / DERMATOLOGY

University of Colorado, Anschutz / Aurora, CO / 2017 – 2018

- Designed and implemented a GMP-compliant inventory system for dermatology research labs, increasing material tracking accuracy and operational efficiency
- Collaborated with Directors of Protein Development and Cell Processing to align project timelines and manage cross-departmental supply needs
- Executed budget oversight functions, including purchase orders, fund allocation, project coding, and vendor management
- Led process improvement initiatives to streamline workflows and support regulatory compliance in clinical research environments