

JACLYN VALENTINE

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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