Crankin65@gmail.com
linkedin.com/in/cameron-rankin/

New York, NY
CameronLeeRankin.com

Cameron Rankin

Professional Experience

Gusto

New York, NY

Program Manager, PMO

August 2023 - Present

- Owned payment operations roadmap for all tax operations and filing/compliance related programs (300,000+ customers)
- Led product feature rollout with design, product, and data teams regarding changes to tax filing process (exp. ~$4,000,000 ARR)
- Directed alignment on department-wide OKR & KPI definitions and created/led recurring monthly metric breakdowns
- Managed rollout of various autosolve scenarios for tax resolution with an estimated deflection rate of ~3.5% of all future notices

Greenhouse Software

New York, NY

Program Manager, PMO

June 2021 - May 2023

- Collaborated with the Head of DE&I to research and create recurring company-wide demographic annual hiring goals format
- Executed launch and established comms strategy for customer-wide (4000+) application reskin with product design & marketing
- Managed implementation of company-wide single-sign-on provider (Okta) with IT & Security Teams to 800+ employees
- Drove implementation of product adoption software (Pendo) and guide creation process with product, data science, customer enablement, and product marketing teams to release, impacting 80,000+ Recruiter/Hiring Manager user base
- Developed process via Smartsheet to run promotion/transfers in secure and consistent approvals, decreasing throughput time by 40%

Project Manager, PMO

March 2019 - May 2021

- Led 60+ ENT customer implementations (>$2,000,000 ARR) across product suite, HRIS integrations, & data migrations
- Designed scoping process for all enterprise customers and realized a decrease in implementation timeline by ~10%
- Trained new project managers, implementation strategists, and account executives on ENT implementation process (~20 EEs)
- Created implementation templates & maintained all ENT customer-facing implementation materials, documentation, & project plans

Justworks

New York, NY

Onboarding/Account Manager, Customer Success

August 2017 - March 2019

- Managed 70+ SMB accounts (>$800,000 ARR) for benefits, payroll, compliance, & product use
- Onboarded 25+ companies over 6-week projects to Justworks (>$140,000 ARR)
- Created SQL reports to streamline onboarding & account management processes (reduced time for manual lookups by 60%)
- Identified and improved internal operations SLA for benefit ticket resolutions and shortened processing times by ~15%

Epic Systems

Madison, WI

Project Manager, Implementation

July 2015 - July 2017

- Managed team of 4 analysts and trainers to implement scheduling and patient registration modules of electronic healthcare record software across 10+ hospitals and 90+ clinics increasing appointment utilization by ~20%
- Led onsite discovery workshops & client meetings to determine the scope of project specifications & business needs with C-Suite
- Designed & configured testing, training, & production environments while monitoring environment migrations
- Developed UAT test strategies, end-to-end custom test scripts, and training documentation for 1,000+ end users

Education

The Ohio State University

Columbus, OH

B.S. Behavioral Neuroscience & B.S. Psychology

September 2011 - May 2015

Skills/Software

- ***Programming Languages:*** *Javascript, Ruby*
- ***Frameworks/Libraries:*** *Express, Jest, React, RSpec, Ruby on Rails, NextJS, CheerioJS, Tailwind CSS*
- ***Project Management:*** *Asana, Jira, Smartsheet, Trello, Visio*
- ***Database:*** *MongoDB, SQL, PostgreSQL*
- ***Other:*** *Ableton Live, Confluence, Implementation, Salesforce, Training, UAT*