

Jacob Norgord

Operations and Customer Success | 2023 Venture for America Fellow

(951) 837-7935 · norgordjacob@gmail.com · [LinkedIn Profile](#)

(Will provide on application) - Tempe, AZ 85288

WORK EXPERIENCE

Mindgrub / 2024-Present / Business Solutions Specialist

- Lead proposal development process, creating tailored responses aligned with client goals
- Manage web and app proposal development, including needs analysis and solution architecture
- Build AI-powered prototypes for prospects to demonstrate concepts and support sales
- Use AI tools and automation to optimize development workflows and reduce errors
- Conduct AI training sessions to help colleagues adopt productivity-enhancing tools
- Serve as an AI expert, advising teams on best practices and technology implementation

Stella Source / 2023-2024 / Customer Success Associate

- Led user success initiatives through active communication and feedback gathering for product improvements
- Spearheaded cross-team collaboration and internal AI knowledge sharing, including biweekly newsletter
- Developed technical documentation to optimize manufacturing analysis and decision-making
- Created technical resources to assist users in analyzing manufacturing processes, improving decision-making

Opendoor / 2021-2023 / Transaction Coordinator

- Managed large-scale home transaction portfolio, serving as primary contact for title/escrow teams
 - Reviewed and reconciled closing documentation while identifying process improvements
 - Analyzed transaction data to create weekly business reports for sales and support leadership team
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EDUCATION

Grand Canyon University / 2021 / B.S. in Finance

- Founded and led a campus organization, growing membership to 120 students
 - Organized biweekly meetings and events, including a concert with 200+ attendees
 - Developed skills in event planning, community engagement, and leadership
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SKILLS

- Data Analysis and Visualization (SQL, Python, Zendesk, Mode)
- Business Process Improvement and Problem-Solving
- Attention to Detail
- Strong Analytical Skills
- Adaptability and Quick Learning
- Cross-functional Collaboration
- Vast Software Knowledge
- Stakeholder Management
- Continuous Learner

ADDITIONAL EXPERIENCE

- **Venture for America Fellowship**
 - Selected as a 2023 Fellow, demonstrating entrepreneurial spirit and commitment to building community through business.
- **Synergos Companies** | Finance Intern (2020)
- **Mark-Taylor** | Business Development Intern (2019)