

# dylan jackie

Operations & Program Innovator | Program Management, Process Design & Cross-Functional Delivery

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## Summary

Operations and program management professional with 15+ years across Apple, Back Market, and Payoneer, in support, quality, and strategic partner management. Strongest where a problem crosses several teams and needs an owner: scoping it, aligning the right people, and building the process and reporting to keep it running.

## Core Skills

**Program & Project Management:** Program Management · Agile / Scrum · Business Case Development · Change Management

**Operations:** Process Optimization · Partner Management · Escalation Management · Vendor Negotiation · Budgeting

**Data & Reporting:** SQL · Excel · Tableau · Executive Reporting & Dashboards · Data Analysis

**Communication:** Executive Presentation · Cross-Functional Stakeholder Alignment · Mentoring & Team Development

## Experience

### Account Operations Manager

Jun 2025 – Present

Payoneer · Brooklyn, NY

- Own account operations for a portfolio of enterprise partners in a global e-commerce pod, including one of the team's largest accounts by volume, spanning multiple countries and markets.
- Meet or exceed a 24-business-hour SLA on payment-failure investigations, cross-referencing transaction, verification, and eligibility data to clear accounts in good standing quickly.
- Built the team's working methods from the ground up, including documentation standards and automations that keep account context easy for anyone on the team to find.
- Deliver a weekly account-health deck to leadership, up to the C-suite, with project status, blockers, and owners visible at a glance.
- Led the operational response to a provincial licensing restriction affecting a top partner's sellers: wrote the impact analysis, secured CFO and Legal sign-off, and launched province-specific payout programs in about 5 weeks. Now owns two parallel tracks toward a permanent license expansion.

### Manager of Operations (Contract)

Aug 2024 – Jun 2025

Stealth Startup · Brooklyn, NY

- Built the operational foundation for a pre-launch company: helped select IT infrastructure and SaaS tools, led the office space search, and stood up the payroll system from scratch.
- Researched the market to inform infrastructure, lease, and vendor decisions, and managed hardware procurement.

### Senior Operations Manager

May 2021 – Oct 2023

Back Market · Brooklyn, NY

- Led planning and execution for the U.S. Innovation Lab, improving product and service quality for 1,000+ global sellers, and partnered with 25+ key sellers on logistics, customer service, and repair workflows.
- Developed operational frameworks and tech-integrated solutions that cut defect rates by 20% year over year.
- Presented seller quality metrics and roadmap strategy to leadership, working with C-level stakeholders on go-to-market plans and post-launch optimization.
- Founded and mentored Back Market's first U.S. Intern Program, including its onboarding and coaching structure.

### Multiple Roles

Jun 2010 – Apr 2021

Apple · New York, NY / Cupertino, CA

- Genius / Genius Administrator: managed technical support operations at a flagship retail location, coordinating 300+ client appointments weekly; cut device repair turnaround by 50% and onboarded and mentored 50+ technicians.

Temporary assignments through Apple's internal career development program:

- Product Manager, Experience (2018): led updates to MobileGenius and Repair Central for AppleCare Channel Service Systems, prioritizing bug fixes and improving test coverage by 20%.
- QA Frontline Support (2020): supported business continuity for internal support teams during the early pandemic, managing the IVR system and building onboarding and training documentation.

## Education

### Northeastern University

2020

MS, Agile Project Management

### General Assembly

2017

Product Management Certificate · New York, NY

### Central Connecticut State University

2013

BA, Graphic / Information Design