



About Jen

CEO and Founder

Companies hire Jen to transform strained teams and processes. Since the 1990s, she has helped large companies like Toyota Research Institute, Cisco, and Birkenstock adopt solutions that drive meaningful business results, including rebooting inefficient operations teams, establishing world-class best practices, and streamlining processes to optimize performance. She's also helped several startups, including Line2 and Convention Management Resources, modernize platforms, streamline processes, and scale their operations to prepare for successful acquisitions.

Her specialties include improving uptime to 99.999%; rebooting and modernizing platforms and teams; streamlining, scaling, and automating processes; implementing change management processes; and rearchitecting aging core infrastructures.

Clients and colleagues know Jen as knowledgeable, personable, and enthusiastic about technology and operations. She cares as much about finding the right solutions as she does about easing users' fears and getting them comfortable with new tools and systems.

She is committed to coaching and mentoring people at all levels within an organization, especially women in tech. And she's in it for the long haul. Jen maintains and nurtures relationships with former direct reports and colleagues even years after they've worked together.

When she's not working, Jen enjoys rock climbing and watching bad British mysteries and offbeat sci-fi movies. Now that her two children are in college, she has time to take ballroom dancing lessons with her husband.