Jason Owens

Operations Leader | Luxury Hospitality & B2B SaaS

Chicago, IL | jason.owens06@gmail.com | 808-345-4097 | linkedin.com/in/jason-owens1

Summary

Operations leader with 15+ years building and running high-touch service operations in luxury hospitality and B2B SaaS. Ran a 100+ person operation at The Yellowstone Club for 7+ years, growing the department from 20 to 100+ staff without dropping service standards. At Spruce, a venture-backed PropTech startup, helped launch 5 new markets and held 90% client retention with national operators including Greystar and Lincoln Property. Best in roles that need structure built from scratch: pre-openings, market launches, post-acquisition integration. Uses AI tools daily, including Claude Code, to speed up reporting, research and planning.

Core Competencies

Operations Management | Team Leadership (100+ staff) | Hiring, Onboarding & Training | Process & Playbook Development | Market Launches & Pre-Opening | Cross-Functional Leadership | KPI Tracking & Reporting | Client Retention & Account Management | Stakeholder Management | Luxury Service Standards | Salesforce | AI-Enabled Workflows

Professional Experience

Career Break / Independent Projects | Chicago, IL | Aug 2023 – Present

Primary caregiver for family, alongside independent business projects.

- Self-published a children's book and ran direct-to-consumer storefronts on Amazon, Etsy and Gumroad, owning product, fulfillment and customer service for 100+ buyers.
- Built daily working fluency with AI tools (Claude, Claude Code, ChatGPT, Perplexity) for research, reporting and workflow automation.

Senior Account Manager | Spruce | Chicago, IL | Apr 2021 – Jul 2023

Venture-backed PropTech SaaS startup connecting residential property managers with service providers. Role eliminated in a company-wide reduction.

- Launched the Chicago market, then 4 more: Seattle, Minneapolis, Kansas City and Boston, working with Sales, Product and Operations leads who didn't report to me.
- Held 90% client retention across about 20 corporate clients and 1,000+ accounts, including national operators Greystar and Lincoln Property.
- Built onboarding and account management processes from scratch after Spruce acquired a competitor, on a tight integration timeline.
- Ran QBRs and started renewal conversations 90 to 120 days out, tying product usage to each client's results.

- Turned account risk and usage data into recommendations for Product, cutting repeat support escalations in 2022 and 2023.

Operations Manager | The Yellowstone Club | Big Sky, MT | Dec 2013 – Mar 2021

Private residential club serving ultra-high-net-worth members. Reported to the VP of Residential Services.

- Led a 100+ person operation for 7+ years through 4 assistant managers and 8 supervisors, each assistant manager running a 25-person team.
- Grew the department from 20 to 100+ staff while holding service standards.
- Built the onboarding and training program from scratch, cutting new-hire ramp time by 30%.
- Built the reporting structure for the operation and presented biannual performance reviews to senior leadership and ownership.

Recreation Coordinator | Hilton Grand Vacations | Waikoloa, HI | May 2009 – Nov 2013

Manager of Aquatic Operations | Atlantis The Palm | Dubai, UAE | Sep 2008 – Feb 2009

Recruited to build pre-opening operations for a flagship ultra-luxury resort.

- Joined three months before opening with no infrastructure in place; built the operating model, staffing and reporting lines against a fixed opening date.
- Improved operational performance 20% within six months across a multilingual, multicultural team.

Supervisor of Guest Services | Dolphin Quest | Waikoloa, HI | Aug 2005 – Aug 2008

Education

Bachelor of Science, Human Ecology | The Ohio State University