

# VINCE CAVIN

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## Client Success & Operations Director | Delivery Systems, Governance, and Execution Leadership

Client Success & Operations Director with 15+ years of experience owning delivery quality, execution reliability, and client outcomes across agencies, startups, and public-sector organizations. Known for stabilizing complex environments, aligning stakeholders, and building operating systems that make work predictable, visible, and scalable. Brings a calm, systems-driven approach to translating strategy into consistent execution under sustained revenue pressure and delivery accountability.

### SIGNATURE COMPETENCIES

Client Success Leadership	Delivery Systems & Governance	Cross-Functional Execution
Operational Design & Process Optimization	KPI & Reporting Architecture	Change Management
Project & Program Leadership	Stakeholder Engagement & Alignment	AI-Enabled Workflow Optimization

### PROFESSIONAL EXPERTISE

#### HATCHURI MARKETING | Director, Client Delivery & Operations | Jacksonville, FL 08/2023 - Present

Led client delivery and operations across branding, web, SEO, and performance systems, with full ownership of delivery quality, client retention, and execution consistency across a multi-client portfolio.

- Designed and enforced delivery governance (cadence, handoffs, QA checkpoints, and reporting) to stabilize execution and improve predictability as client volume and complexity increased.
- Maintained 90%+ client renewal rates, with multiple engagements expanding in scope based on delivery performance and trust.
- Delivered measurable growth outcomes tied to retention, including 625% organic traffic growth and multiple clients moving from unranked to Top 10 search positions.
- Expanded delivery capabilities to include AI-assisted content and production workflows, embedded into existing delivery systems to increase throughput while maintaining quality, predictability, and accountability.
- These expanded capabilities operated within the same delivery model and governance structure and did not represent a separate business or role.

#### DELI | Co-founder, COO and Head of Product | Jacksonville, FL 01/2022 - 01/2024

Led product development, operations, and go-to-market execution for an AI-driven real estate startup. Directed a 10-person technical team and built the operational backbone of the company.

- Architected the full product roadmap, defined the MVP, and managed iterative product cycles across engineering, UX, and leadership teams.
- Built all core company operations, including 3-year financial models, internal workflows, vendor systems, onboarding frameworks, and compliance infrastructure.
- Raised \$600K in Seed funding within one year by developing pitch content, investor decks, financial projections, and strategic narratives.
- Implemented analytics dashboards and reporting structures to track performance and guide product decisions.
- Directed marketing strategy for the AI platform, integrating content, funnel systems, and user acquisition experiments.

**THE HATCHERY CONSULTING GROUP | Consultant/Partner | Seattle, WA**

09/2016 - 03/2021

Co-founded a consultancy connecting venture capital groups, incubators, startups, and enterprise innovation teams. Specialized in designing and facilitating strategic experiences, startup accelerators, and large-scale innovation initiatives.

Owned delivery execution and stakeholder alignment for complex, multi-month consulting engagements across corporate, startup, and public-sector environments.

- Designed and led branded startup pitch events and innovation showcases, increasing visibility, investor engagement, and market traction for over 100 emerging companies.
- Delivered complex multi-month consulting engagements, including Premera Blue Cross Innovation Days, producing a 6-month technology roadshow across three corporate campuses for 2,500+ employees.
- Built systems for stakeholder alignment, internal communication, and strategic reporting across corporate innovation teams.

**JAMES WELDON JOHNSON PARK | Executive Director | Jacksonville, FL**

09/2014 - 08/2016

Served as the inaugural Executive Director for a major public space redevelopment effort, blending creative programming with rigorous operational systems.

- Delivered a complete placemaking and community engagement strategy, resulting in a 276% increase in onsite visitation and substantial engagement growth.
- Managed an \$800K annual P&L, exceeding fundraising goals by 126% and generating \$1.13M in contributions to support long-term development.
- Recruited and managed the Board of Directors, aligning strategic plans, fundraising priorities, and financial reporting.

**ONE SPARK | Director, Operations & Finance | Jacksonville, FL**

03/2012 - 09/2014

Founding operations leader for an internationally recognized innovation and crowdfunding festival.

- Built the operational infrastructure from the ground up, supporting 130,000 attendees in year one and 260,000 in year two.
- Coordinated external auditing and reconciliation of \$350K in annual crowdfunding payouts to 1,500 participating startups.
- Launched and oversaw three commercial offices in Jacksonville and supported an international expansion office in Berlin.

EDUCATION

Master of Business Administration | Cal Poly Humboldt | Arcata, CA