

VINCE CAVIN

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Director of Client Delivery & Operations | Revenue Protection | Governance Architecture | Cross-Functional Execution

Operations leader with 14+ years of experience stabilizing complex, revenue-generating environments, protecting revenue through governance, and building delivery systems that scale. Known for:

- Designing operating models that make execution predictable
- Protecting retention in high-accountability environments
- Serving as escalation owner for high-value accounts
- Translating strategy into enforceable workflows
- Installing KPI dashboards and executive visibility systems
- Leading cross-functional teams under delivery pressure
- Calm, systems-oriented operator who eliminates chaos, clarifies accountability, and restores execution discipline.

SIGNATURE COMPETENCIES

Client Delivery 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

Owned full client portfolio delivery, governance, retention, and execution reliability.

Delivery Governance & Operating Systems

- Designed and enforced structured delivery governance including communication cadence, handoffs, QA checkpoints, and reporting frameworks.
- Built standardized delivery lifecycle processes across branding, web, SEO, and performance engagements.
- Installed escalation pathways to reduce unmanaged risk exposure.
- Created internal workflow controls to reduce repeat errors and client-facing breakdowns.
- Implemented structured check-in cadences to surface risk before escalation.
- Designed KPI scorecards tracking timeline adherence, client satisfaction, error rates, and revenue retention.

Client Retention & Revenue Protection

- Held full accountability for client retention, sustaining 90%+ renewal rate across multi-client portfolio through structured governance and risk containment.
- Expanded multiple engagements through trust-based delivery reliability.
- Held final escalation authority for at-risk accounts, defining scope adjustments, delivery tradeoffs, and retention strategy to protect long-term revenue.
- Identified systemic breakdowns and enforced scope and delivery controls to protect margin and retention.

Performance & Measurable Outcomes

- Delivered 625% organic traffic growth for clients.
- Moved multiple clients from unranked to Top 10 search positions.
- Integrated AI-assisted workflows into delivery model without disrupting governance or execution reliability.
- Embedded automation into production systems while preserving accountability standards.
- Leadership & Cross-Functional Execution
- Led cross-functional teams spanning design, development, analytics, and content.
- Translated founder strategy into structured execution protocols.
- Balanced throughput and quality under sustained delivery pressure.

DELI | COO & Head of Product | Jacksonville, FL

01/2022 - 01/2024

Built the operational backbone of an AI-driven startup while directing cross-functional execution.

Operational Architecture

- Owned end-to-end operating model design and execution, including resource allocation, financial forecasting, and cross-functional delivery governance.
- Held operational accountability across product, engineering, and go-to-market functions under capital constraints.
- Developed 3-year financial models and resource allocation forecasts.
- Designed onboarding systems, vendor management frameworks, and compliance infrastructure.
- Installed internal workflows and documentation standards to support execution clarity.
- Implemented analytics dashboards tracking operational health and product performance.

Cross-Functional Leadership

- Directed 10-person team across product, engineering, UX, and operations.
- Set execution cadence, sprint accountability, and reporting standards.
- Aligned technical delivery with executive expectations and investor visibility.

Product & Strategy Integration

- Architected full product roadmap and MVP definition.
- Managed iterative development cycles under funding constraints.
- Synthesized market research, customer insights, and technical feasibility into decision-ready narratives.
- Directed go-to-market execution integrating funnels, content, and acquisition experiments.

Capital & Executive Communication

- Developed investor materials and financial projections.
- Contributed to \$600K seed raise within one year.
- Built executive-facing product and performance dashboards.
- Balanced burn rate, hiring velocity, and roadmap commitments to protect runway and investor confidence.

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

09/2016 - 03/2021

Owned delivery execution and stakeholder alignment across complex, multi-month engagements.

Enterprise & Innovation Program Delivery

- Designed and executed structured innovation programs across corporate, investor, and startup environments.
- Delivered 6-month Premera Blue Cross Innovation Lab engagement across 3 campuses (2,500–3,000 employees).
- Built structured communication frameworks aligning leadership, frontline teams, and external partners.

Governance & Stakeholder Alignment

- Managed high-visibility engagements requiring board-level reporting and executive alignment.
- Built reporting systems translating program progress into measurable outcomes.
- Facilitated cross-functional workshops driving strategic clarity and execution alignment.

Revenue & Portfolio Accountability

- Led pitch events and innovation showcases supporting 100+ emerging companies.
- Designed execution infrastructure supporting repeatable program delivery at scale.

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 executive leadership, operations governance, and revenue accountability in public-facing environment.

Operational & Financial Leadership

- Held full P&L accountability for \$800K annual operating budget, including fundraising strategy, cost control, and board reporting.
- Exceeded fundraising goals by 126%, generating \$1.13M.
- Installed financial reporting systems aligned with board governance.
- Built structured operational plan increasing visitation by 276%.

Governance & Board Accountability

- Recruited and managed Board of Directors.
- Built governance reporting structures ensuring financial transparency.
- Managed high-visibility stakeholder environment requiring discretion and disciplined communication.

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

03/2012 - 09/2014

Built operating infrastructure for an internationally recognized innovation and crowdfunding platform.

Infrastructure & Scale

- Directed operational systems supporting 130,000 attendees in Year 1 and 260,000 in Year 2.
- Designed workflows supporting rapid growth and multi-location expansion.
- Launched and oversaw three commercial offices plus international expansion office in Berlin, Germany.

Financial Controls & Risk Management

- Held operational and financial accountability for \$2M+ annual P&L, delivering forecasting, planning, and reporting to executive leadership and board, informing strategic funding, scale, and infrastructure investment decisions.
- Coordinated audit and reconciliation of \$350K annual crowdfunding payouts with zero compliance issues.
- Built financial governance systems ensuring transparency and budget discipline across multi-city operations.

EDUCATION

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