

VINCE CAVIN

Enterprise Operating Architect | Head of Operations | COO-Track Leader

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EXECUTIVE PROFILE

Operations leader and operating-system builder with 15+ years leading complex, high-visibility environments across nonprofit associations, AI startups, civic redevelopment, enterprise innovation, and large-scale public initiatives. Known for closing the gap between strategic ambition and operational reality: governance design, execution cadence, KPI visibility, revenue protection, cross-functional accountability, and technology-enabled workflow modernization. Currently Head of Operations at the Jacksonville Bar Association, building the operating infrastructure required to execute a Board-approved 2026-2029 strategic plan.

OPERATING SIGNATURE

Governance Architecture

Builds reporting structures, decision rhythms, accountability systems, and board/executive visibility so leadership can govern from facts instead of anecdotes.

Execution Systems

Turns strategy into operating cadence, workflows, project controls, escalation paths, and measurable ownership across teams.

Revenue Protection

Protects retention, renewals, sponsorship value, member revenue, program revenue, and margin through delivery discipline and early risk detection.

Technology-Enabled Operations

Uses M365, dashboards, automation, AI-assisted workflows, CRM/marketing systems, and documentation architecture to reduce chaos and increase throughput.

Builder Mindset

Effective when infrastructure does not exist yet: builds roles, systems, dashboards, operating models, workflows, and cross-functional clarity from scratch.

CORE COO-FACING CAPABILITIES

Operations & Governance

Operating model design; strategic plan execution; board/executive reporting; governance cadence; SOPs; role clarity; decision rights; cross-functional execution.

Financial & Revenue Accountability

P&L ownership; budgeting and forecasting; revenue protection; membership growth; sponsorship visibility; client retention; margin discipline; runway management.

People & Delivery Leadership

Direct reports; cross-functional teams; vendor management; escalation ownership; performance expectations; stakeholder alignment; team operating rhythms.

Systems & Analytics

KPI dashboards; M365 Business Premium; SharePoint/OneDrive governance; Planner/Teams operating cadences; workflow automation; AI-enabled process improvement.

Change & Stabilization

Turnaround environments; legacy systems; governance gaps; stakeholder scrutiny; operational cleanup; continuity under pressure.

SELECTED EXECUTIVE EVIDENCE

- Head of Operations for Jacksonville Bar Association, building governance infrastructure, membership growth systems, program relaunch planning, M365 operating environment, and strategic plan execution support.
- Co-Founder, COO & Head of Product of AI-driven startup; directed 10-person team, built full operating model, owned product roadmap, and contributed to \$600K seed raise.
- Executive Director of major civic redevelopment initiative; held full P&L accountability for \$800K annual budget, raised \$1.13M, and increased visitation 276%.
- Director of Operations & Finance at One Spark; managed \$2M+ operating and financial infrastructure, supported growth from 130K to 260K annual attendees, and managed \$350K crowdfunding payout audits with zero compliance issues.
- Enterprise innovation consultant; delivered Premera Blue Cross innovation lab engagement across 3 campuses and 2,500-3,000 employees while building executive reporting and alignment systems.

PROFESSIONAL EXPERIENCE

JACKSONVILLE BAR ASSOCIATION | Head of Operations | Jacksonville, FL | 03/2026 - Present

Operational leader for nonprofit bar association serving the Duval County legal community; stepped into full-time leadership following prior consulting engagement.

- Converted to full-time Head of Operations after a February-March 2026 consulting engagement that clarified the association's need for dedicated operational leadership.
- Designing and implementing governance systems, reporting structures, operational workflows, and executive visibility aligned with the Board-approved 2026-2029 Strategic Plan.
- Building the operating command center for the association using M365 Business Premium, including Teams, SharePoint, Planner, OneDrive governance, and OneNote knowledge structure.
- Supporting Executive Director with Board-facing reporting, strategic plan execution, operational transparency, and cross-functional follow-through.
- Leading membership growth and reactivation systems targeting lapsed members, with focus on visibility, segmentation, outreach cadence, and renewal accountability.
- Overseeing Lawyer Referral Service relaunch planning as a revenue-generating member program requiring workflow clarity, reporting, intake structure, and operational controls.
- Direct reports include Admin & Membership Coordinator and Lawyer Referral Service Coordinator.

HATCHURI | Founder & Principal Consultant | Jacksonville, FL | 08/2023 - Present

Owned portfolio-level delivery governance, client retention, and execution reliability across branding, web, SEO, performance, and operations consulting engagements.

- Designed delivery governance systems including communication cadence, handoffs, QA checkpoints, escalation pathways, and reporting frameworks.
- Held full retention accountability across multi-client portfolio, sustaining 90%+ renewal rate through structured governance and risk containment.
- Installed KPI scorecards tracking timeline adherence, quality, client satisfaction, retention risk, and revenue protection.
- Held final authority on scope adjustments, delivery tradeoffs, escalation strategy, and margin protection for at-risk accounts.
- Led cross-functional contractor teams spanning design, development, analytics, content, SEO, and performance marketing.
- Integrated AI-assisted workflows and automation into production systems while preserving accountability, quality control, and execution reliability.
- Delivered 625% organic traffic growth for key accounts and moved multiple clients from unranked to Top 10 search positions.
- Served as consulting partner for JBA operational engagement prior to moving into full-time role.

ACCELERATEPV | Strategic Advisor | Ponte Vedra Beach, FL | 12/2025 - Present

Advises early-stage startups on operational structure, go-to-market execution, and community positioning.

- Provides strategic guidance on operating structure, launch sequencing, ecosystem positioning, and execution priorities for startup founders.

DELI | Co-Founder, COO & Head of Product | Jacksonville, FL | 01/2022 - 01/2024

Built and governed the operating model for an AI-driven startup from pre-revenue through seed funding.

- Owned end-to-end operating model design including resource allocation, sprint governance, financial forecasting, and cross-functional delivery rhythms.
- Directed 10-person team across product, engineering, UX, operations, and go-to-market functions under capital constraints.
- Developed 3-year financial models, runway forecasts, investor materials, and executive communications; contributed to \$600K seed raise.
- Owned product roadmap, MVP definition, iterative development cycles, onboarding systems, vendor management, and documentation standards.
- Built executive and investor-facing dashboards for product visibility, operational health, burn rate, hiring velocity, and roadmap commitments.
- Synthesized market research, customer insights, technical feasibility, and business model implications into decision-ready narratives.

THE HATCHERY | Partner / Consultant | Greater Seattle Area | 09/2016 - 12/2021

Designed and delivered innovation and operational transformation programs across enterprise, investor, and startup environments.

- Led multi-month Premera Blue Cross innovation engagement spanning 3 campuses and approximately 2,500-3,000 employees.
- Built board-level and executive reporting systems translating program progress into measurable outcomes and strategic decisions.
- Facilitated cross-functional alignment across corporate innovation initiatives, leadership teams, investors, and emerging companies.
- Designed repeatable program delivery infrastructure supporting pitch events, innovation showcases, and advisory work for 100+ emerging companies.

FRIENDS OF JAMES WELDON JOHNSON PARK | Executive Director | Jacksonville, FL | 09/2014 - 08/2016

Served as inaugural Executive Director for Jacksonville civic redevelopment initiative under significant public, political, and financial scrutiny.

- Held full P&L accountability for \$800K annual operating budget, including fundraising strategy, cost control, reporting, and operational continuity.

- Exceeded fundraising goals by 126%, generating \$1.13M in revenue.
- Built governance reporting systems and board accountability structures from scratch.
- Increased visitation 276% through structured operational planning, programming, stakeholder coordination, and public activation strategy.
- Managed high-visibility stakeholder environment spanning city government, media, board members, donors, partners, and public constituents.

ONE SPARK, INC. | Director of Operations & Finance | Jacksonville, FL | 03/2012 - 09/2014

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

- Held operational and financial accountability for \$2M+ annual P&L, including forecasting, planning, reporting, and infrastructure investment decisions.
- Directed systems supporting 130,000 attendees in Year 1 and 260,000 attendees in Year 2.
- Launched and oversaw three commercial offices plus international expansion office in Berlin, Germany.
- 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, CREDENTIALS & RECOGNITION

- Master of Business Administration, Cal Poly Humboldt.
- Computer Science coursework, Seattle Central College, 2019.
- Certifications: Fred Kofman on Managing Conflict; Sales: Closing Strategies.
- Recognition: Young Entrepreneur of the Year; Regional Award for Excellence in Economic Development and Tourism; Excellence in Innovation Award; 2015 Downtown Achievement Award: Public Space.