

Jon Knott

Dynamic and solutions-driven enablement leader focused on better equipping teams to drive core business objectives. Highly empathetic team player with a knack for ecommerce and creating positive change.

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EXPERIENCE

ShipBob, Chicago — Head of Partner Enablement

January 2019 - PRESENT

- Created and managed ShipBob's partner onboarding program that has brought on over 50 ecommerce partnerships since inception of the role in 2019. These partnerships have resulted in the creation of \$48M of yearly pipeline revenue across over 500 opportunities.
- Acted as the liaison between sales, marketing and external partners. Through sales programs and incentive programs, ShipBob has become the preferred 3PL solution for ~70% of partners.
- Project managed the creation of app store listings on BigCommerce, Squarespace and Wix & others. Through copy creation, brand specifics and internal promotions we have successfully driven 100 new customers since 2019
- Represented ShipBob from coast to coast both in person and virtually through trade shows, conferences, webinars and 1-to-few events. In the past 9 months ShipBob's new events channel has driven over \$8M in pipeline as well as deepened relationships with partners on the road.

ShipBob, Chicago — Head of Learning & Development

August 2017 - January 2019

- Established and managed the ShipBob onboarding process and content for over 130 employees in Chicago and at our fulfillment centers in Los Angeles, San Francisco, Dallas & New York.
- Researched and implemented a Learning Management System (Lessonly) to streamline the content available for new hires and tenured employees alike. On average, employees leverage this information ~5,000 times collectively every 90 days.
- Responsible for the onboarding and continued education of new business development & account executive sales members. This includes crafting weekly programming & enablement to inform, address areas of opportunity within both teams. 48 unique sessions were given in 2018.
- Spearheaded the creation of ShipBob Gives which gives employees the opportunity to invest in causes that go beyond our four walls. These efforts have raised thousands of dollars and the volunteer hour total was greater than 1,500 in just five months since its founding in late 2018.

OrderUp, Chicago / Baltimore — Training & Operations Project Manager

April 2016 - August 2017

- Managed the reconstruction of external partner training for over 300 restaurants & hospitality groups nationwide after Groupon acquisition
- Built and implemented an internal sales training certification program for 37 sales managers across all US markets; content creation, full scale rollout and 1:1 follow up trainings
- Developed and implemented 185-page sales training guide to be used as a resource for sales managers selling OrderUp SaaS tool, navigating internal portals
- Collaborated with product teams across Berlin, Chicago and Baltimore to document internal merchant center for new product update
- Led continuous sales training modules and certification program across 37 markets for both new hires and continued education for current team members

Groupon, Chicago — Sales Training & Development Manager

December 2014 - April 2016

- Sought out and resolved gaps in sales process to shorten time taken to close new business with assistance from Sandler Method sales trainers
- Facilitated classroom and e-trainings for over 120 sales professionals of differing experience and skill level, identifying sales developmental opportunities when applicable
- Led risk management initiatives acting as the liaison to legal team identify areas of process enhancement and quality assurance

EDUCATION

Oklahoma City University, Chicago — Bachelor of Music

August 2009 - May 2013

Philanthropic Work

Be Heard Fundraiser, Chicago — Founder

November 2015 - Present

Over the course of the past five years, the Be Heard fundraiser has raised over \$50,000 for Lurie Children's hospital gender and sex development program. Through our donations, the program is able to provide comprehensive services for transgender, gender expansive and gender-non conforming youth in the Chicagoland area.

Heartland Alliance Health, Chicago — Committee Member

February 2018 - Present