

BENJAMIN J. SUNTER

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STRATEGY & BUSINESS OPERATIONS LEADER

Industrial engineer who builds the operating systems behind \$B businesses. Launched a healthcare line of business from white paper to live offering in 27 days, owned an \$18M cost-of-revenue mandate, and ran annual planning and execution governance for Google's \$B Americas Sellside business. Aligns cross-functional stakeholders without direct authority, pairing Lean/Six Sigma rigor with SQL, Python, and AI automation.

CORE COMPETENCIES

Strategy & Operations: Business Operations, Operational Excellence (Lean/Six Sigma), Governance Design, Annual Planning & Goal Setting, Rhythm of Business, GTM Strategy, Sales Operations, Resource Allocation

Data & Analytics: SQL, BigQuery, Looker, Tableau, Google Sheets, CRM/pipeline data integration, Python (ETL/automation), executive KPI dashboards

Leadership: Executive advisory (VP/C-level), cross-functional leadership (20+ teams), large-scale program management (\$26.5B merger), team leadership (4 direct reports)

PROFESSIONAL EXPERIENCE

Included Health | Business Operations Manager | Remote Jan 2026 – Sep 2026

- **Zero-to-one launch:** Built the Total Cost of Care line of business from white paper to live offering in 27 days, then scaled it across a \$120M book spanning 13 Fortune 100 accounts, replacing manual operations with a digital-first model in 5 months.
- **\$18M cost-of-revenue mandate:** Took ownership of a fragmented \$18M cost-of-revenue mandate and shipped its operating cadence in 7 days (weekly execution pulses, monthly forecast and workforce-model locks); quantified initiative-impact reporting went from 54% to 100% within two weeks, giving workforce management the inputs to convert initiatives into FTE impact, and closing planning cycles 25% faster y/y.
- **Structural cost takeout:** Automated legacy manual outreach into a warm inbound-routing model, reallocating capacity to cut labor 70% (1.56 to 0.46 FTE per 100 cases) and isolating \$3M in uncommitted cost-of-revenue opportunity.
- **Executive governance:** Authored the OKR and goal-setting architecture presented to the COO that shifted the enterprise operating model from activity-based management to outcome-based orchestration, adopted into the FY27 annual operating plan.

Google Global Partnerships | Mountain View, CA Jan 2022 – Dec 2025

First Party Data Solutions Consultant

Jul 2024 – Dec 2025

- **Pipeline analytics to revenue:** Built the SQL/Looker layer joining sales pipeline and CRM data to product-adoption datasets, then architected a Q3 sales competition on it driving \$40M incremental revenue vs. target and up to 256% Q/Q sales velocity; methodology adopted by pGTM globally.
- **Product adoption:** Drove adoption of privacy-preserving first-party data solutions (Secure Signals, PPID, PPS) with 30+ Fortune 100 publishers across web, app, and CTV, generating >\$100M in incremental annual revenue.
- **Quota performance:** Achieved 234% of H1 2025 sales quota at 92% client satisfaction; recognized as top regional performer.

Program Manager, Sellside Partnerships

Jan 2022 – Jul 2024

- **Business operations:** Ran annual planning, budget, and execution governance for the \$B Americas Sellside Partnerships business across 7 vertical teams, 20+ sub-teams, and 200+ stakeholders.
- **Operational excellence:** Led the regional OpEx program, improving ARR/FTE across the 200-person Americas org >20% y/y for three years.
- **Execution governance:** Governed 56 initiatives across 4 core product areas via weekly cross-functional forums and VP QBRs.

Accenture | Program Manager | Seattle, WA Oct 2016 – Feb 2021

- **Merger integration:** Management consulting engagement lead on a \$26.5B telecom merger: governed 24 workstreams under 16 VPs and the integrated plan for 60+ projects through design, development, and testing.
- **Governance & reporting:** Designed and ran the architectural compliance review process and the Tableau reporting layer behind it: design delivery of 600+ features with 150+ delivery teams managing 190+ applications under 16 VPs in 5 months, with automated insight into health, progress, risk and compliance across 60+ projects and 11,000+ user stories.
- **Team leadership:** Led consulting-unit business operations with four direct reports running executive communications, PMO reporting, and program artifacts (RAID, RACI, dependency and stakeholder maps) across 24 domain teams and a dozen vendors.

EDUCATION & CERTIFICATIONS

- **B.S. Industrial and Systems Engineering** | University of Florida | May 2016
- **Certifications:** Lean Six Sigma Green Belt (2015) | Google Project Management Certificate (2021)
- **Open Source:** Career Ops, an event-sourced application pipeline | github.com/bsunter93/careerops