

ADAM TERVORT

Email: adam@adamtervort.com

Phone: (816) 929-5261

Website: adamtervort.com

Location: Liberty, MO

GitHub: github.com/adamprime

SUMMARY

Versatile, people-centric executive with 10+ years of progressive leadership at SpiderOak, scaling from individual contributor to Vice President. Proven operator across engineering, HR, DevOps, support, and product, with deep experience in building high-trust teams, streamlining operations, and delivering customer-obsessed solutions in complex SaaS ecosystems.

A systems thinker fluent in both technical execution and human dynamics. Equally at home leading engineers, shaping product strategy, or coaching emerging leaders. Adept at scaling processes, navigating fundraises, and driving alignment across distributed teams.

CORE COMPETENCIES

- Cross-Functional Team Leadership
 - Operational Strategy & Systems Design
 - Engineering, DevOps & IT Oversight
 - SaaS Product Lifecycle Management
 - HR Process & Culture Implementation
 - Customer Success & Retention Strategy
 - Internal Communication & Change Management
 - Leadership Development & Coaching
 - Fluent in Mandarin Chinese
-

PROFESSIONAL EXPERIENCE

SPIDEROAK

Vice President, Operations

Aug 2022 – Present

- Directed company-wide operations across Engineering, DevOps, IT, HR, Assurance, and Customer Success.
- Led hiring revamp post-Series C, cutting time-to-hire to 45 days and doubling pipeline quality.
- Partnered with finance and CEO to secure \$13M in Series C funding (2022), aligning ops KPIs with board goals.
- Designed internal leadership training, supporting high-performing teams in a fully remote environment.

Vice President, Customer Success

Oct 2018 – Jul 2022

- Built customer success org from scratch, raising customer retention by 25% and growing ARR by 15%.
- Served as product owner for CrossClave, shaping roadmap based on direct user insight.
- Integrated a new SaaS billing system and backend infrastructure, reducing errors and processing time by 30%.
- Represented customer voice in executive discussions and board meetings.

Customer Success Director

Jan 2017 – Sep 2018

- Introduced queue system that reduced backlog by 80% and resolution times by 60%.
- Deployed AI-driven support chat and ML-powered help center, cutting average customer wait time in half.
- Integrated support with marketing and sales for unified GTM motion.
- Designed and led training for all CSMs and support agents.

Support Engineer

Jan 2014 – Jan 2017

- Delivered high-quality technical support via email and video, managed the billing and account system, and collaborated with marketing to develop technical content and customer onboarding materials.

PROJECTS & VENTURES

FREELANCE CONSULTANT

Jul 2013 - Present

- Supported 10+ founders across education, solar, insurance, and publishing in optimizing web funnels, automating operations, and building scalable digital systems.
 - Delivered end-to-end projects including copywriting, workflow automation, and WordPress builds to improve lead conversion and reduce manual workload.
-

COMMUNITY & ADVISORY LEADERSHIP

THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS

Bishop - Rush Creek Ward

Aug 2023 - Present

- Lead a congregation of 375 members, overseeing spiritual, temporal, and operational welfare.
- Provide pastoral counseling, organize community outreach, and develop youth leadership programs.

KANSAS CITY JAZZ ACADEMY

Jazz Bass Instructor

Sep 2018 - Present

- Teach jazz bass and mentor youth ensembles as part of the American Jazz Museum's education program.

MANY MOODS CHOIR & ORCHESTRA

President, Board of Directors

Jul 2014 - Jun 2020

- Led nonprofit arts organization, producing free public concerts and managing board operations.
-

EDUCATION

B.S., History

Missouri Western State University

2000 - 2005

Developed research, communication, and systems-thinking skills foundational to operational leadership.

TOOLS & TECHNOLOGIES

Programming & Data

Python (pandas) • JavaScript • HTML/CSS • Jupyter • REST APIs

AI & Automation

OpenAI (ChatGPT, Whisper APIs) • Claude • Cursor • AI-driven coding workflows

Web & Publishing

WordPress • Substack • Ghost • Beehiiv • Static site generators • Podcast production

Collaboration & Ops

GitHub • JIRA • Google Workspace • Microsoft 365 • Zoom • Slack