

Claire Delaunay

Head of Product Operations

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Profile

Operator with nine years of experience scaling post-sales systems, launch readiness, executive reporting, and cross-functional process design across B2B SaaS teams from Series A to public-company scale.

Core Strengths

Area	Depth	Evidence
Launch operations	Expert	Built launch control rooms and readiness reviews for 14 major releases.
Executive reporting	Expert	Owned weekly operating packs for CEO, CRO, and board observers.
Systems design	Advanced	Connected CRM, support, and product telemetry into a unified review workflow.

Experience Highlights

Led the operating cadence for a revenue organization growing from \$12M to \$48M ARR while reducing manual reporting effort by more than 70%.

Partnered with product, finance, and success leadership to establish a single launch readiness score used in weekly executive reviews.

Selected Deliverables

Deliverable	Impact	Detail
Executive operating pack	Weekly	Aligned revenue, support, and launch signals in one document.
Readiness dashboard	Launch quality	Reduced release-day surprises by making blockers visible early.

Automation playbooks	Scale	Turned recurring document work into reusable systems.
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Signature

Calm under load. Strong operator. Excellent writer.