

# GWEN NELLIS

## SEEKING

I'm a PMP-certified client relationship project manager with over 10 years of experience in client success, retention, product ownership, and project delivery within the music technology industry. I manage over 200+ clients and helped build a custom SaaS software that has successfully executed over 1 million contracts to date. I am looking for a role in the industry with an innovative company.

## EXPERIENCE

### Senior Associate, Product | Kernel Equity | April 2024 – Present

- Lead product due diligent efforts for prospective investments, including market fitness, competitive landscape, technical feasibility, and roadmap strength.
- Help portfolio companies implement best-in-class product development practices, metrics tracking, and team structures.
- Drive data-informed decision making by helping companies establish strong product analytics practices.
- Mentor junior team members on product-related topics and contribute to the firm's internal product expertise development.
- Stay ahead of emerging product trends and technologies relevant to the firm's investment thesis.

### Vice President of Client Relations | Your Tempo | October 2016 – Present

- Primary owner of a portfolio of over 200 music business clients in SaaS software ranging from booking agencies, publishers, tour managers, and talent buyers.
- Project manager for these four different product suites which includes client change requests, new scopes, and overall guidance.
- Manage and provide feedback to other team members on how to effectively communicate and solve problems in a timely manner.
- Provide tutorials and training to current and new clients and assist in recent sales training.
- Business management includes bookkeeping, quarterly audits, budgeting, and goals. Work directly with the leadership team to create yearly quarterly and monthly goals.
- Assist in QuickBooks audits and accounts receivables as well as processing payments.

### Client Relations | Your Tempo | July 2016 – October 2016

- Assisted with clients in a portfolio of over 200 SaaS software clients in the music business.
- Worked with CEO with processes of business life cycle.
- Built relationships with key employees among clients.
- Studied competition to find new ways to retain clients.
- Acted as a point of contact for complaints and escalate issues as appropriate.

### Assistant Infant Teacher | The Gardner School | April 2016 – July 2016

- Organized activities, played games with children, read aloud, encouraged interaction, and served snacks.
- Worked in a fast-paced environment making sure all needs are met by parents and children
- Demonstrated and assisted in the infant development process with Early Childhood Education students.

## CERTIFICATIONS

- Project Management Professional (PMP) – PMI, February 2025(Credential ID: 11124772)

## EDUCATION

### Bachelor of Arts | December 2013 | University of Southern Indiana

- Graduated within 3.5 years and obtained a Bachelor of Arts degree with an emphasis in Psychology and Business Administration.



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