



James Richardson

VP of Contractor Success — QuickEstimate.io

 Austin, Texas, United States

 [QuickEstimate.io](https://www.quickestimate.io)

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Professional Summary

Experienced construction operations and customer success professional with over 10 years of industry experience working closely with contractors, operational teams, project managers, and field workflows.

Specialized in contractor success systems, customer relationship management, operational coordination, workflow communication, and construction-focused SaaS platforms. Passionate about helping contractors simplify operational processes, improve workflow visibility, and create more efficient estimating experiences through modern digital systems.

Currently serving as VP of Contractor Success at [QuickEstimate.io](https://www.quickestimate.io), where he leads contractor onboarding, customer success operations, workflow support systems, and feedback-driven product improvement initiatives.

Core Competencies


- Contractor Success
- Customer Experience
- Construction Operations
- Workflow Coordination
- Customer Support Systems
- Operational Planning
- Project Management
- Client Communication

- Workflow Optimization
 - Construction Technology
 - Field Operations
 - Team Leadership
 - Operational Efficiency
 - SaaS Workflow Platforms
 - Customer Relationship Management
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Professional Experience

VP of Contractor Success

[QuickEstimate.io](https://www.quickestimate.io)

 2024 — Present

 Austin, Texas, United States

Leading customer success operations, contractor onboarding systems, workflow communication initiatives, and feedback-driven platform improvement strategies for a modern estimation and proposal workflow platform.

Key Responsibilities



- Managing contractor success initiatives
- Leading customer support operations
- Improving workflow communication systems
- Collecting and analyzing contractor feedback
- Supporting onboarding and operational setup
- Collaborating with product and development teams
- Improving customer retention and usability experiences
- Optimizing operational workflows for contractors

Achievements

- Improved contractor onboarding experience
 - Enhanced customer support workflow systems
 - Streamlined communication between contractors and platform teams
 - Contributed directly to workflow usability improvements
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Director of Customer Success

BuildTech Solutions

 2020 — 2024
 United States

Managed customer success operations and contractor-focused workflow systems for construction technology products and operational SaaS platforms.

Responsibilities



- Managed contractor relationship systems
- Led customer support and onboarding teams
- Improved operational communication processes
- Supported workflow optimization initiatives
- Coordinated customer feedback implementation
- Reduced operational friction for contractor teams

Achievements

- Increased contractor satisfaction rates
 - Improved customer retention processes
 - Built scalable customer onboarding workflows
 - Strengthened contractor communication systems
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Project Manager

Weston Construction

 2014 — 2020
 United States

Managed residential and commercial construction projects while coordinating field operations, contractor schedules, budgeting, and project execution workflows.

Responsibilities

- Project scheduling and planning
- Contractor coordination
- Budget tracking and reporting
- Workflow communication management

- Field operations oversight
- Team coordination and operational planning


Achievements

- Successfully managed multiple commercial projects
 - Improved operational coordination workflows
 - Reduced communication delays across project teams
 - Strengthened contractor collaboration systems
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Education

Bachelor of Science in Construction Management

Texas State University

 2010 — 2014

Focus Areas

- Construction Operations
 - Project Planning
 - Operational Management
 - Field Coordination
 - Construction Systems
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Certifications

Certified Construction Manager (CCM)

Construction Management Association of America

OSHA Safety Certification

Occupational Safety & Health Administration

Customer Success Leadership Certification

SuccessHACKER

Leadership Philosophy

“The best workflow systems are built by listening directly to the people using them every single day.”

James strongly believes that operational platforms should simplify contractor workflows instead of adding unnecessary complexity. His work focuses heavily on:

- practical usability
 - workflow clarity
 - operational efficiency
 - customer-first communication
 - feedback-driven improvement
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Projects & Initiatives

Contractor Workflow Success Program — QuickEstimate.io

Led initiatives focused on:

- contractor onboarding optimization
- workflow support systems
- customer communication improvement
- operational success frameworks
- feedback-driven workflow enhancements
- contractor retention systems

Focus Areas

- customer success operations
- workflow simplification

- contractor usability
 - operational communication
 - support system optimization
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Technical & Operational Skills

Operations & Workflow

- Contractor Coordination
- Workflow Optimization
- Customer Operations
- Field Communication
- Operational Planning
- Team Coordination

Customer Success

- Client Relationship Management
- Customer Retention
- Workflow Support
- Onboarding Systems
- Communication Strategy
- User Feedback Systems

Business & Technology

- Construction Technology
 - SaaS Workflow Platforms
 - Operational Efficiency
 - Business Process Improvement
 - Workflow Systems
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Areas of Interest

- Construction Technology
- Contractor Workflow Systems
- Operational Efficiency

- Customer Success Operations
 - Workflow Communication
 - SaaS Platforms
 - Field Operations
 - Business Process Optimization
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Languages

- English (Native)
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Website

 [QuickEstimate.io](https://www.QuickEstimate.io)