

# Hyun Joon Chun

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**Preferred Name:** Justin Chun

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## **SaaS Implementation | Onboarding Project Management | DTC & eCommerce**

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## **Summary**

Client-facing SaaS implementation and customer success professional with 3.5+ years leading onboarding, platform migrations, client training, launch readiness, and post-launch adoption for SMB and enterprise Direct-to-Consumer (DTC) and eCommerce clients, supported by 10+ years in customer-facing account management, hospitality, and DTC operations.

## **Selected Impact**

Managed a portfolio of 25–50 active migration and onboarding accounts during a merger-driven platform transition | Led SaaS onboarding projects from sales handoff through eCommerce launch for clients ranging from solo founders to enterprise teams | Contributed to 35% net membership growth within the first year as DTC and Hospitality Manager.

## **Core Skills**

Customer Onboarding | SaaS Implementation | Platform Migrations | Launch Readiness | Customer Success | Account Management | Client Training | Adoption & Retention | CRM Management | Project Coordination | Stakeholder Communication | Escalation Management | Process Optimization | DTC/eCommerce Operations

## **Tools and Systems**

Salesforce | HubSpot | Intercom | Slack | [Teamwork.com](https://www.teamwork.com) | Basecamp | Jira | Scribe | Google Workspace | Microsoft Office | Zoom | Mailchimp | WineDirect | Commerce7 | POS | CMS | Ticketing Systems

## **Experience**

**Job Title:** Enterprise Relationship Manager

**Company:** Commerce7 (Fullsteam Payments)

**Location:** Vancouver, BC (Remote from California)

**Dates:** February 2025 — November 2025

- Owned post-sales through launch as the primary point of contact for migration and onboarding projects, managing timelines, client communication, expectations, and launch readiness during a merger-driven platform transition.
- Managed a portfolio of 25–50 active migration and onboarding accounts, using regular client check-ins to track progress, address blockers, and manage expectations.
- Documented client goals, risks, and feedback in Salesforce and HubSpot, partnering with internal teams to advocate for improvements.
- Adapted to a fast-changing post-merger environment, requiring clear communication and adaptability.

**Job Title:** Enterprise Client Success Manager

**Company:** WineDirect

**Location:** San Francisco Bay Area (Hybrid/Remote in California)

**Dates:** September 2024 — February 2025

- Managed enterprise client relationships with executive and operational stakeholders to improve product adoption, workflow usage, and long-term account success.
- Identified underutilized tools and workflows and introduced them based on client needs and scope.
- Owned the client feedback loop by gathering usage insights and communicating recurring themes to product and internal teams.
- Maintained ongoing relationships focused on retention, adoption, and long-term success.

**Job Title:** Project Manager

**Company:** WineDirect

**Location:** San Francisco Bay Area (Hybrid/Remote in California)

**Dates:** March 2022 — September 2024

- Led end-to-end onboarding projects from sales handoff through eCommerce launch for solo founders to enterprise teams.
- Planned onboarding timelines, tracked progress, and reported status to internal stakeholders.
- Delivered software training and worked with clients to resolve onboarding challenges as they arose.
- Continued supporting launched clients in a consultative capacity, maintaining long-term relationships beyond implementation.
- Balanced structured onboarding timelines with shifting client priorities, adjusting project plans while keeping stakeholders aligned through launch and beyond.

**Job Title:** DTC and Hospitality Manager

**Company:** Vine Cliff Winery Inc.

**Location:** Napa, California (Hybrid/Remote in California)

**Dates:** September 2019 — April 2022

- Continued all responsibilities of the Wine Educator and Social Media Marketing Role.
- Owned the wine club program, managed all membership accounts, and implemented process and customer experience improvements while contributing to 35% net membership growth within the first year.
- Led direct sales and tasting room operations while executing digital marketing initiatives to increase engagement and retention.
- Planned and coordinated annual and quarterly events, hired, trained, and led hospitality staff, and collaborated with production on future bottling needs.

## Other Experience

**Wine Educator & Social Media Marketing Coordinator, Vine Cliff Winery**

**Dates:** September 2017 — March 2022

- Direct sales, marketing, customer relationship management, experience planning.

**Solutions Specialist, Verizon Communications Inc.**

**Dates:** September 2016 — September 2017

- Customer-focused sales, KPIs, account management, and customer support.

**Sales and Leasing Consultant, Toyota North America**

**Dates:** April 2015 — July 2016

- Consultative sales, KPIs, customer relationship management, and business development.

## Education

- Associate of Science (AS), Wine Sales & Marketing  
Napa Valley College
- Health Services/Allied Health/Health Sciences (AS), Biology Minor  
Pacific Union College