

Sheridan Wagstaff-Dent, BA, MA

shez1997@hotmail.co.uk – 07772028515 – London

Commercial and operations leader with experience scaling an \$18m business unit to 20% YoY growth, leading teams of up to 70 people, and driving cross-functional transformation across European markets. Proven in building high-performing customer success and client services organisations, increasing team productivity by 32% and reducing new hire ramp time from nine to six months. Combines strategic thinking with client-facing commercial execution, using data, process improvement and sales enablement to build scalable commercial functions.

EXPERIENCE

Associate Vice President | Client Services & Commercial Operations

Oct 2024 - Feb 2026

Third Bridge is an investment research provider that services the largest global investment firms. I directed the EU client services book of business and oversaw a record \$18m in revenue with a team of 70 FTEs.

- Revenue Growth: Achieved an all-time revenue record of \$18m (20% YoY growth) by implementing a new performance framework that closed the execution gap between top and bottom performers across a 70-person EU client services unit.
- Commercial Coach: Increased associate productivity by 32% in 12 months by developing repeatable sales and customer success processes and performance frameworks across cold calling, pipeline management, and client engagement.
- Developed customer health dashboards that identified renewal risk, expansion opportunities and escalation triggers.
 - Net revenue retention increased from 95% to 118% in 12 months post rollout.
- Led adoption of AI-enabled workflows across the commercial organisation, reducing a manual process by 90%, improving CRM quality and increasing time spent on customer-facing activity.
- Final decision-maker on all performance management and hiring processes. Defined 'what good looks like' and coached managers on how to raise the bar to meet this standard - leading to the average associate ramp time reducing from 9 months to 6 months.
- Used Excel-based monthly performance reports and Quarterly Business Reviews to support Board and C-suite decision-making, securing approval for headcount expansion within the business unit.

Third Bridge | Senior Team Manager, Client Services

Sep 2022 – Oct 2024

Managed a team of 12 employees, composed of project managers and associates across Munich and London.

Scaled DACH revenue from \$1.8m to \$3.1m to capture the #1 market position (45% share) by launching a new Munich office and more than doubling the team (5 to 12 FTEs) under a standardized performance framework for lead generation and deal closing.

- Led my team from middling market share to the DACH market leader, with an average share of 45%.
- Built and owned relationships with our largest client in Europe and organised strategic objectives based on their feedback and investment focus areas.
- Partnered with tech on CRM and client tracking tools to roll out account management best practices globally, contributing to a 20% improvement in client retention.
- Delivered sales training across EMEA that improved close rates, accelerated onboarding, and raised average productivity.

Third Bridge | Associate → Senior Associate

Jan 2021 - Sep 2022

- Averaged 165% of target in Q1 2022 and 180% in Q2 2022, then transitioned toward management responsibilities in Q3.
- Led the monthly associate leader board for 5 of the 6 months of my tenure as an associate.

Becoming a Doctor | Research Officer

July 2020 – Jan 2021

- Led a team of three researchers to write up a research project, comparing the conference's widening participation impact with the national average socio-economic standing of medical school entrants.
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Education

MA in Global History (Distinction) University of Birmingham | 2020

Thesis: Colonialism and citizenship rights of refugees in Britain (85)

BA in History (First-Class Honours) University of Manchester | 2019

Thesis: Masculinity and African American protest to the Vietnam War (78)

Key Skills

Commercial Operations • Customer Success • Strategic Account Management • Revenue Growth • Cross-functional Leadership • Operational Excellence • Executive Stakeholder Management • Change Management • AI Adoption • Sales Enablement • Performance Management • Business Transformation

Activities & Volunteering:

- Volunteering:
 - **Sambhali Trust | Teacher and Partnerships** **April 2026 - July 2026**
 - Taught English to women and children in Jodhpur, India. Taught English and Maths classes of 10+ women and children in underserved communities with low literacy.
 - Lessons were often delivered in Hindi
 - Managed the BD, partnerships and volunteer pipeline function for the charity.
 - Worked cross-culturally alongside local staff and volunteers.
 - **Longford Trust | Mentor** **June 2023 - Present**
 - Mentor an ex-convict to support him through his university studies and early stage career
- Running and Cycling:
 - Completed the 2025 Copenhagen Marathon (3:20)
 - Currently training for the 2027 Barcelona Marathon
 - Completed London Triathlon 2024
- Intermediate Hindi