

# DAN DUNN

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## CAREER HIGHLIGHTS

- Tech-Startup Executive with 10+ years of experience scaling companies from pre-product to hundreds of millions in revenue, with expertise across DTC sales, B2B software, online communities, financial services, and hardware products
  - Built and led teams across product management, member services, logistics, digital platform, development, HR, and IT, scaling from 4 to 200 employees and achieving \$140M+ in revenue, including \$40M+ annual recurring revenue (ARR)
  - Successfully spearheaded the creation of a company-wide DEI initiative, formalizing efforts into a structured committee with a defined mission and budget, advancing diversity, equity, and inclusion across the organization
  - Former elected official with a proven track record of building consensus among diverse perspectives, driving collaborative solutions, and achieving alignment on key initiatives
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## PROFESSIONAL EXPERIENCE

### HYDROW | Boston, MA

April 2018 – September 2024

*Innovative wellness and fitness company providing an immersive at-home rowing experience through on-water workouts, live and on-demand.*

#### Chief Operating Officer

- Appointed as COO during company's initial months to establish and lead key organizational functions, including product management, member services, data analytics, delivery logistics, and payroll
- Expanded the workforce from 4 to 200 employees, driving \$140M+ in revenue and \$40M+ ARR
- Directed a leadership team of up to 9 direct reports, including SVPs, VPs, and directors; played a key role in hiring senior leaders and provided guidance in building and scaling their teams, including outsourced BPO resources
- Spearheaded cross-functional initiative that successfully delivered first Hydrow rowers to customers within 18 months post-company founding; achieved \$1M+ in initial sales through Indiegogo, fulfilling commitments to early backers
- Established and maintained a strong company culture by leading weekly company meetings and management team sessions; defined organizational workflows, set team expectations, and identified appropriate collaboration tools
- Led the strategic response to the COVID-19 pandemic, effectively managing the company through hypergrowth
- Provided leadership for functions including backend systems, software engineering, and IT, adapting to the company's growth trajectory and shifting operational needs accordingly
- Served as executive sponsor of the company's DEI group, formalizing efforts to an established committee with a defined mission and budget, driving organizational commitment to diversity, equity, and inclusion
- Guided strategic post-pandemic restructuring, retaining key talent to ensure long-term stability and operational efficiency

### QUANTOPIAN | Boston, MA

June 2012 – February 2018

*Finance company providing education, data, and analytical & backtesting tools enabling members to pursue quantitative finance.*

#### VP of Product

- Joined as the first full-time employee and key member of the management team, directly contributing to company strategy, scaling the company to 50+ employees, and the successful launch of a crowd-sourced hedge fund
- Led product management efforts, driving product-market fit by interviewing industry professionals, prioritizing product design, and launching key initiatives such as real-money trading and algorithm-writing competitions
- Developed and executed a strategic community plan, growing and moderating a member base of 175,000 members over 5 years, establishing the community as a critical engine for intellectual property generation that powered the hedge fund
- Spearheaded community engagement initiatives to attract quantitative engineers, managing a team of interns to create shareable content, leading in-person meetups, and engaging members through the QuantCon annual convention
- Created and maintained company messaging, overseeing social media efforts, managing PR and reporter relationships, and leading marketing for open-source initiatives such as Zipline
- Hired, trained, and developed community support engineers and interns, with several advancing into product management, quant strategy, and engineering roles, recognized for deep knowledge of the product and company vision

**HUBSPOT | Cambridge, MA****June 2008 – June 2012***Leading global developer and marketer of software products for inbound marketing, email, CRM, and customer service.***Product Owner**

- Joined as the first product management hire, contributing to the company's expansion from 500 to 4,000 customers and achieving over \$1M in monthly revenue
- Actively promoted company culture and drove success during the company's growth from 30 to 800 employees
- Chaired bi-weekly product meetings, reviewing and guiding presentations to equip management and teams with critical insights for informed product decisions
- Delivered training sessions for sales teams on effective messaging and feature utilization; directly supported marketing team with public communications
- Managed the triage of bugs, improvements, and feature requests from both internal and external stakeholders

**TABBLO / HEWLETT-PACKARD | Cambridge, MA****July 2006 – June 2008***Unique photo sharing and community website that enabled members to tell their stories through words and images in beautiful, flexible templates.***Manager of Customer Experience**

- Served in various capacities during company growth and acquisition, ultimately overseeing customer experience, including community building, bug resolution, and customer support
- Performed comprehensive data analysis of site usage and purchase behaviors, establishing key performance metrics to evaluate the success of products, partnerships, marketing initiatives, and feature launches
- Led product management and quality assurance operations for tabblo.com and partner minisites, overseeing hiring, risk management, and business needs for frequent code updates in an agile development environment

**IMLOGIC / SYMANTEC | Waltham, MA****June 2004 – July 2006***IMlogic delivered advanced solutions for compliance and protecting instant messaging from internet viruses and spam.***Team Lead, Client Services**

- Managed high-profile IMlogic/Symantec customer accounts, resolving escalated issues and driving client satisfaction throughout complex implementations

**EROOM / DOCUMENTUM / EMC | Cambridge, MA****July 2002 – June 2004***Collaborative software platform for project management, file sharing, and team collaboration within a secure, web-based workspace.***Senior Technical Support Consultant**

- Provided third-tier technical support for eRoom server administrators, and supported the initial integration of eRoom Server with Documentum's Content Server
- On-call 24/7 to provide emergency response, offering both remote and onsite support across North America
- Trained first-tier engineers globally following EMC acquisition

**ABUZZ / NEW YORK TIMES DIGITAL | Cambridge, MA****February 1999 – December 2000***Community-driven platform acquired by The New York Times Digital, enabling readers to share ideas and engage in collaborative discussions.***Director of Member Services**

- Spearheaded the development of a community platform for The New York Times, enabling customers to engage and interact, shifting the communication from a one-way-brand to customer conversation
- Managed all site operations during the launch of abuzz.com, coordinating the purchase, installation, setup, and testing of Abuzz's web application designed to accommodate 2M members, while successfully negotiating a web hosting contract
- Supported community for all NYTDigital properties, including nytimes.com, boston.com, wine.com, and more

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**EDUCATION****Massachusetts Institute of Technology – Cambridge, MA**

Bachelor of Science in Mechanical Engineering