



Helping ClassPass unlock efficiency at scale

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Jonathan Lam

Senior Program Manager, ClassPass

At ClassPass, we're always looking for ways to consciously evolve. As a BizOps Program Manager, I focus on two things: understanding how we work currently and finding exciting opportunities to level up operations. One of the newest challenges in my role is navigating the AI wave to find tools that solve real problems, and make a measurable impact. Working with the TinyFish team, it's clear they're building exactly that: next-level AI agent solutions that deliver real results.

More importantly, the TinyFish team has been a true partner. They bring genuine curiosity and passion, collaborating to spot opportunities and making a clear commitment to ensure what we build together actually works. As a customer, you receive a great product backed by a thoughtful and dedicated team.

We're excited to continue our work with TinyFish, and are already exploring more ways to tap into their product ecosystem to unlock value across our organization.