

Maxwell Funk

87574 Sage Divide, Philadelphia, PA ♦ Phone: +1 (555) 136 4832

EXPERIENCE

CUSTOMER ADVOCACY LEADER

Detroit, MI

02/2016 – present

- Develop standard operating procedures and contribute to continuous improvement of existing ones
- Seen as SME in their work stream/workgroup
- Make recommendations to the operational teams for the delivery of optimum performance
- Keeps others informed of data that contributes to the performance of the team, department or company
- Flexible to work on weekend and evening shifts
- Engenders trust and respect in all working relationships
- May be active in the training and/or development of others

CUSTOMER ADVOCACY MANAGER

Los Angeles, CA

11/2010 – 10/2015

- Keep track of all customer advocacy participation and provide customers with tokens of appreciation—thank you notes, FICO World tickets, complementary training, etc...
- Identify additional forms of insight to help deep dive on what we learn from the VMware Insights and Partner surveys example Marketing events, Sales activities etc
- Works in a pleasant office environment with other department staff, utilizing a computer workstation and various software applications. Specific work schedule is coordinated with direct supervisor
- Execute performance and career development discussions
- Provides hands-on learning and development opportunities for direct reports through consistent coaching, call shadowing, account management training and development of client care programs
- Provides high touch customer care for assigned customers, consistently demonstrating subject matter expertise to manage and respond with urgency, clarity, competence and swift fulfillment of all customer and reseller requests
- Identifies issues through the monitoring of support and inquiry queues, task assignments, customer communications and performance reports and takes timely action to resolve the issues

CUSTOMER ADVOCACY ANALYST

Los Angeles, CA

09/2005 – 05/2010

- Utilize processes to maximize work flow and work to minimize causes of customer dissatisfaction by educating agents and customers
- Work closely with and support the Vendor Management and Phoenix Retention Teams with ad-hoc requests and inquiries
- Willingness to work in a matrix environment and to value the importance of teamwork
- Maintain a positive, results oriented work environment
- Analyze VOC & VOA surveys sent by customers as a priority for immediate resolution, coaching or business improvement
- Daily audit of VOC & VOA Results Manager to ensure we are within 48 hour SLA of when survey received
- A flexible attitude with respect to work assignments and new learning

EDUCATION

FLORIDA ATLANTIC UNIVERSITY

Bachelor's Degree in Customer Satisfaction Resulting

SKILLS

- Excellent interpersonal, verbal and written communication skills
- Work with individuals and teams across Adobe to develop a data driven point of view on how well Adobe is delivering on its customer advocacy goals, leveraging and building upon existing frameworks and models to communicate those insights
- Aggregate, organize and perform quantitative analysis of relevant survey data and operational metrics using SPSS or other data analysis tool to identify customer experience insights and for effectively visualizing and communicating that data
- Ability to manage and prioritize tasks efficiently and accurately
- Culturally aware and ability to think and work globally
- IT literate – Experience with Microsoft based applications and a general knowledge of PC functions
- Attention to detail and organizational skills
- Ability to work independently and take ownership of and responsibility for work assigned
- Analytical skills
- Willingness to work in a matrix environment and to value the importance of teamwork