

Bridget-Michelle Price

Client Experience Designer

Ulvenveien 121A
Oslo
0665
+47 413 85788
Bridgetmichelle.price1@gmail.com

PROFILE

Passion for holistic client experience with significant exposure in both Operations and User Experience teams. Strong desire for social impact and working in the start up environment means flexibility in roles held.

EXPERIENCE

Prodigy Finance, Cape Town, South Africa— *Customer Success Manager*

June 2018 - August 2019

Improved client satisfaction scores by 8% through managing the interdisciplinary team of 42 agents, 4 team leaders and 4 quality assessors for outsourced partner WNS. Both inbound and outbound capability in both the repayment and origination sectors. Changes to process or communications to customers go out weekly and this team needs to be able to adapt and prepare for these.

Consumer Debt Help (Intelligent Debt Management), Cape Town, South Africa— *Head of Consumer Debt Help*

June 2017 - May 2018

Responsible for both sales and continuous customer service teams focussing on low income consumers. Operated from a lean business model and made decisions that drove sustainability. I championed automation for responding to client queries faster while reducing headcount, as well as updating communication and educational material for a legislated process to something that provided a clear solution that speaks to the comfort the client needed to receive which led to reduced queries.

Intelligent Debt Management, Cape Town, South Africa—*Assistant Manager –Financial Consulting*

April 2015 to June 2017

Implemented and co created a process redesign that resulted in managing 70 consultants that were either qualified debt counsellors or lead qualifiers and 6 team leaders. Reviewed client escalations to identify gaps in our process or service delivery and corrected these without compromising efficiencies.

Intelligent Debt Management, Cape Town, South Africa *Team Leader – Financial Consulting*

December 2013 to April 2015

Training and managing a team of up to 12 people and ensuring targets were met. Ensuring both client and credit provider escalations were addressed to find solutions. Compile and present performance reporting to senior management.

SKILLS

Qualitative
Research Methods

Wireframing

Prototypes

Presentations

Collaborative
problem solving

Process and Service
Design

Team leadership

Operations
Management

Change
Management

TOOLS

MS Office

Survey Monkey

Miro

Zendesk

Freshdesk

Draw.io

Balsamic

Gsuite

Intelligent Debt Management, Cape Town, South Africa: *Financial Consultant*

November 2012 to December 2013

Provided needs based analysis for clients and matched them to the most appropriate financial solution to aid with managing personal debt. This included education around budgeting and forecasting for the following five years.

EDUCATION

Career Foundry, Berlin (remote)— *Certificate in User Experience Design*

July 2019 and ongoing

A 6-month intensive hands on course for new UX designers, specializing in UX principles and methodology.

University of Cape Town, Cape Town, South Africa— *Bcom Accounting and Law*

2012