

Casey Boyland

801.694.3904 • Salt Lake City, UT 84096 • caseyboyland1993@gmail.com • www.linkedin.com/in/caseyboyland

Customer Experience Manager

Customer Experience Operations | Team Leadership | Project/Process Management

Highly accomplished and results-oriented professional with over 10 years of leadership experience, specializing in guiding and mentoring teams to drive success in complex environments. Proven track record of implementing innovation solutions to solve customer and employee experience problems resulting in significant cost savings and optimized operational efficiencies. Celebrated for unique leadership tactics that paved the way for experiences like spearheading international expansion initiatives and fostering a positive work culture through various performance initiatives.

WORK EXPERIENCE

Faire - Salt Lake City, UT 2022-2023

Customer Experience Manager

Strategic partner, coach, and advocate to our global customer experience team.

- Created global volume forecasting systems to improve staffing allocation, reducing cost per contact by up to 25%
- Project lead on chat modality launch and scale to 90% customer visibility in 4 months
- Fostered cross-functional relationships with marketing, eng, etc. to implement VOC programs for top 10% clients
- Improved data accuracy by 40% by constructing retro and live reporting dashboards for email and chat modalities

BloomTech IT - Salt Lake City, UT 2020-2022

Client Success Manager

Built authentic client relationships to inform direction on internal SOP's, product/service launches, and increase company KPI scores.

- Increased efficiency 20% among CSMs by documenting uniform standard operating procedures
- Deployed department specific knowledge base to reduce client inquiry resolution time from 48 hours to 4 hours
- Developed professional savvy and technical aptitude techniques with students to increase hiring likelihood by 20%

Netflix - Salt Lake City, UT 2015-2019

Customer Operations Manager

Optimized various operational processes within the support department, including but not limited to data validation, learning and development, staffing, budgeting, and overall efficiency.

- Led teams of 20+ technical service agents to exceed all site-wide KPI's. (Satisfaction rating- 98.5%, AHT- 1.3 min more efficient than site avg., Resolution Rate- 3% greater than site avg.)
- Onboarded 15 international leadership team members from Japan and Singapore to launch 200 new support agents globally
- Organized 10+ site-wide culture and performance initiatives to boost community morale and engagement

PROFESSIONAL SKILLS

- Extensive leadership and coaching experience
- Technical aptitude in all customer experience softwares
- Root cause problem solving method
- Dynamic interpersonal skills
- Client/Employee advocate
- Data validation and creation
- Meticulous project management