

Jason Khan

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EXPERIENCE

Customer Experience Agent (Tier 1)

April. 2024 - Present

NativePath | Remote

- Utilized various tools and resources to effectively research and provide support for returning and first-time customers. (Slack, Gorgias, Shopify, CheckoutChamp, Recharge, Melfulfillment, Avectous, etc..)
- Utilized both Email and Phone correspondence to effectively answer and resolve customer inquiries, demonstrating an efficient gentle-yet-assertive communication style with a professional demeanor.
- From **April 2024 - April 2025**, maintained the **5th highest ticket response count** company-wide with **10,000+ tickets replied**. Within the Ticket Response team, maintained the **2nd Highest CSAT score** of **4.46** along with the **lowest First-Response, Average Response, & Resolution Times** (within the TRT department).
- Demonstrated leadership in my **role of T.A** within the support team- provided advice and support for fellow agents expressing confusion or needing support with different processes.
- Expressed a continued desire for excellence within my team, taking charge of **motivating the Ticket Response Team** in times of supervisor absence.

Client Support Specialist

Aug. 2022 - Dec. 2022

Ooni | Remote | Contract

- Handled replacements, troubleshooting issues, and facilitated warranty sign-ups, resulting in a **15% decrease in product return rates** for Q4 of 2022 compared to Q3.
- Utilized **Zendesk, Shipmonk, along with various other CRM and WMS software/tools** to provide top-notch customer service. In regards to KPIs, a **consistent 95%+ happiness rating**, an **under 2 minute first response time**, and an **average resolution time of below 15 minutes** on Zendesk for the entirety of Q4 was achieved.
- Responded to all communication received through email, phone calls, and chat, resolving customer queries with professionalism and empathy. Daily metrics for Zendesk were **45 - 70 chats resolved daily**.
- Processed customer orders and efficiently redirected Ooni products utilizing the employee-facing Shopify system as well as various WMS and Courier applications, ensuring timely delivery and customer satisfaction.

Customer Success Champion

Jan. 2020 - Aug. 2022

Bonterra | Remote

- Conducted comprehensive consultations with clients/customers, offering expert guidance and best practices via phone to optimize their use of the platform and achieve maximum results.
- Participated in and lead various weekly stand-up meetings, partnering with different SMEs to provide reports on department performance. Utilized weekly reports to collaborate on a monthly presentation for the department Director.
- Gained proficiency in email automation platforms (**Mailchimp**) used to build and deploy successful email campaigns.
- Aided in **managing and updating 3000+ Excel and Airtable spreadsheets** between our Customer Success team, Sales team, and Project Management team to track customer and client data, as well as organize client marketing campaign history, improving data accuracy and efficiency.
- **Created and updated 120+ automated response bots weekly** through Intercom, streamlining customer interactions and **saving an average of 80 customer hours weekly**.

EDUCATION

Ithaca College | Business Administration; International Business

Ithaca, NY

- *President*, Breakdancing Club

SKILLS

Shopify | Leadership | Zendesk | Intercom | CRM | WMS | Project Management | Time Management | Social Media | HTML | Google Suite | Data Analysis | Effective Communication | Adobe CC | Klaviyo | Punjabi | Mandarin | Hindi | Urdu