

Justin Hill

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www.JustinChill.com

Director, Customer Support

(203) 814-6007

PERSONAL STATEMENT

I am an experienced people manager working at the intersection of customer success and technical, product teams at SaaS companies. I've initiated and led company strategic objectives, such as delivering new channels of communication for our customers and implementing ways to capture customer sentiment. I have an established record building and executing project plans, delivering positive customer experiences, and translating user feedback into tangible product improvements.

Currently seeking a leadership role at a mission driven company where I can continue to develop trusted customer relationships, manage great people, proactively identify risk and areas of opportunity, and accelerate growth for our business.

SKILLS

- » 4+ Years managing fast-paced, high-volume, customer service teams supporting a technical software product.
- » Experience with SQL and presenting compelling, comprehensible narratives with data visualizations.
- » Effective interdepartmental communication skills.
- » Proficient in web languages (HTML, CSS) & Git.
- » Comfortable teaching complex technical subjects in a fun, engaging way (such as how an API works).
- » Hiring, training, and people management experience.

EDUCATION

- Continuing education
Indefatigable knowledge seeker with a love of reading, online coding classes (Lynda.com), and more.
- Loyola University Maryland May 2015
Bachelor of Business Administration in International Business, with study abroad in Spain.

WORK EXPERIENCE

CipherHealth October 2016 - Present

» Director, Customer Support

I've grown our technical support team from 3 people to 10 in order to successfully manage surging customer demand. As a senior management team member I present the voice of the customer to influence product development, advocating for user needs. I initiated a standardized implementation workflow, reducing time to value, as well as SLAs & CSAT metrics, enabling us to zero in on customer sentiment and deliver a positive customer experience.

Achievements

- » Designed and launched new channels for customer support, including a website & phone system.
- » Responsible for the onboarding and performance management of 10 direct reports.
- » Improved CSAT to 95%+ by standardizing responses to common questions and requests.
- » Actualized a career progression pathway for support agents, customized to each direct report.

Justin Chill June 2014 - Present

» Freelance web developer

While in college, I began creating custom websites for small businesses. Each website was fully responsive, supported WordPress, and enabled with Google analytics.

EZ Cater February 2016 - October 2016

» Product Specialist

Responsible for onboarding and retaining dozens of new customers a month. Designed and executed standardized customer workflows to decrease typical implementation time from days to hours.

Gadget Software June 2015 - February 2016

» Platform Specialist

I was the liaison between the engineering team and sales, utilizing our small pool of engineering talent as efficiently as possible by helping to design new product features, prioritize our task queue, and advocate for our users.



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Let's talk!

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