Justin Hill
Technical support manager

JustinRichardHill@gmail.com

www.JustinChill.com

(203) 814-6007

Personal Statement

As an experienced people manager I leverage analytical, process, and technical skills towards delivering effective customer support strategies.

I have an established record building and executing project plans, delivering demonstrably positive customer experiences, and mentoring a team to meet key performance metrics.

Combining data driven thinking & communication skills I represent the voice of the customer to drive meaningful product improvements. I take pride in nurturing the team around me to achieve their best.

Skills

» 5+ Years managing fast-paced, high volume customer service teams supporting complex software products.

» Managed team performance to achieve KPIs (CSAT, NPS, response times) and mentored team members.

» Experienced implementing software (Zendesk, Sf. Service Cloud) and designing automated workflows.

» Effective interdepartmental communication skills, from front line agents to C-suite executives.

» Proficient in web languages (HTML, CSS, JS.) & Git.

» Hiring, training, and people management experience.

Education

Continuing education
Indefatigable knowledge seeker passionate about reading, digital courses, professional workshops,etc.

Loyola University Maryland   May 2015
Bachelor of Business Administration in International Business with a semester abroad in Spain.

Work Experience

Metafy   Nov. 2021 – Sept. 2022
Community Support Manager
Established Metafy's customer support team, adding new channels of communication and setting team performance metrics. Created a tiered team structure and led initiatives to launch and support new product lines.

CipherHealth   Oct. 2016 – Aug. 2021
Director, Customer Support
Grew our technical support team from 3 people to 10, successfully manage surging customer demand. Managed and reported the performance of the customer support team as a senior management teammember to executive stakeholders. Initiated and refined a standardized implementation workflow, reducing our customer time to value, as well as team SLA & CSAT metrics, enabling us to zero in on customer sentiment and deliver a positive customer experience.

» Responsible for the onboarding and performance management of 10 direct reports.

» Improved CSAT to 95%+ while scaling our team and customer base to support $25M+ in business.

» Created a tailored career progression pathway for support representatives, improving attrition.

EZ Cater   Feb. 2016 – Oct. 2016
Product Specialist
Applied product knowledge to implement standardized customer onboarding workflows, decreasing typical implementation time from days to hours and leading to a measurable improvement in customer time to value.

Gadget Software   June 2015 – Feb. 2016
Platform Specialist
As liaison between engineering and sales I utilized 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.

Linked in
www.linkedin.com/in/JustinRichardHill   Let's talk!   JustinRichardHill@gmail.com