

Meg Divringi

PROFESSIONAL WORK EXPERIENCE

Glidian

Head of Customer Success

Redwood City, CA

December 2019 – Present

- Client management: Client requests, recurring customer calls, triage and prioritization of integration requests, recurring reporting deliverables, onboarding and client set up, account linking, client confluence upkeep, Typeform survey.
- Operations: Upkeep of Zendesk macros and chat feature, Airtable insurance table, accounts payable and scaling spreadsheets, and collaboration with Engineering in regards to customer request development and design. Management of Customer Success Specialist and Beacon Enrollment Specialist roles, new hire training, monthly collections coordination, billing and customer invoicing.

TrueAccord

Client Success Manager; Operations

San Francisco, CA

September 2017 – December 2019

- Client management: Client requests, integration improvement, creation of performance and account Looker reporting, design and creation of MySQL code to automate client requested recurring reporting, GBQ query logic design and implementation for client based process QC, 30+ monthly deliverable tasks, onboarding and client set up, account linking, name changes, client confluence wiki how-to creation and upkeep.
- Operations: Zendesk set-up and HTML email design, insight creation, ticket triage, code issue investigation via GBQ, new hire training and scheduling, team quiz creation in google docs, collaboration with Engineering designing internal deliverable tool and general collaboration with Product, Legal, Accounting, Sales, and Finance for inter-team system process development, standardization of team documentation.

Alto

PC Operations; Training

San Francisco, CA

August 2016 – September 2017

- Front-line customer support and intake for office patient inquiry and resolution. Call volume of roughly 50-75 calls a day with daily duties consisting of monitoring 30 slack channels, Onboarding review of intake, use of software as a service as well as troubleshooting and multi-tasking while handling our high call volume. Additional tasks consist of the creation of a Patient Care manual, text expanders for consistency of tone, power-point presentations and Lessonly creations for training purposes as well as training of all new hires, and triage standardization.

EDUCATION

San Francisco State University

Bachelor's Degree in Creative Writing

San Francisco, CA

Graduated summa cum laude

PRINCIPAL SKILLS

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|--------------|-----------|----------------|
| • MYSQL, SQL | • Looker | • TextExpander |
| • GBQ | • Zendesk | • Trello |
| • HTML, CSS | • JIRA | • Typeform |
| • Javascript | • Slack | • Timeslips |