Nicholas Whited

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EXPERIENCE

Ware2Go (acquired Whitebox, Inc.)

Client Success Manager | Baltimore, MD   March 2023 - July 2023

- ❖ Successfully managed the health of a diverse portfolio of 33 high touch accounts, contributing over $5.2 Million in annual recurring revenue
- ❖ Documented customer progress and successfully expanded clients into new retail and ecommerce martketplaces including Urban Outfitters, Bloomingdales, and Gary's Wine & Marketplace
- ❖ Utilized Salesforce and Vitally to track client KPIs, manage tasks, and progress accounts
- ❖ Skillfully adapted to fluctuating client demands and priorities, securing favorable outcomes and exceptional client satisfaction levels.
- ❖ Managed the migration of clients onto the new platform and integrated new products into the SKU catalog
- ❖ Conducted SKU optimization analysis to identify underperforming products and recommended adjustments to maximize efficiency and profitability
- ❖ Collaborated with Inbound Logistics, Merchandising, Marketing, and Warehouse Teams to effectively execute client fulfillment strategies and promotions, ensuring alignment across departments

Client Success Lead | Baltimore, MD   August 2020 - April 2023

Continuing to accomplish Client Success Specialist duties in addition to:
- ❖ Extended remote team int three US time zones allowing for increased support availability
- ❖ Developed CS philosophy and SOPs to improved the overall customer experience leading to a 99% customer satisfaction rating
- ❖ Provided strategic consultation to clients optimizing e-commerce operations and improving customer experience, resulting in increased customer loyalty and retention
- ❖ Created knowledge base to store internal SOPs and client facing articles increasing synergy in the CS process
- ❖ Collaborated with account managers to better understand their management needs leading to capturing more data points in each client support ticket
- ❖ Implemented Zendesk triggers and automation rules leading to a decrease in support rep ticket times and an over 40% decrease in ticket resolution time
- ❖ Overhauled Zendesk organization protocols helping to provide ticket segmentation and greater visibility in the ticket queue
- ❖ Developed procedures to manage Amazon Customer Satisfaction ratings resulting in a 98% lifetime CSAT for the company's Amazon account

Client Success Specialist | Baltimore, MD   September 2019 - August 2020

- ❖ Learned company procedures and protocols to help support client portfolio leading to an average of **100** tickets resolved per day
- ❖ Engaged in self-guided training modules to learn Zendesk operation; was later provided with increased admin permissions and ability to edit triggers and protocols
- ❖ Incorporated Airtable as a supplemental tool to support Zendesk workflows resulting in greater organization practices

EDUCATION

Dec 2022 | **University of Southern California**
MASTER OF SCIENCE | LOS ANGELES, CA
- Major: **Food Industry Leadership**
- Relevant coursework: Leadership Strategies and Application, Negotiation & Influence, Digital, Marketing, Strategic Marketing, Advanced Retail Strategy, Executive Presence, Managerial Accounting

May 2019 | **University of Baltimore**
BACHELOR OF SCIENCE | BALTIMORE, MD
- Major: Business Administration concentration in Entrepreneurship

SKILLS

Customer Experience	Project Management	Proficiency in Zendesk Explore (native reporting tool)	Zendesk Trigger Creation and Management
Problem-Solving	Customer Relationship Management	Zendesk Suite Management	Zendesk Knowledge Base Creation and Management
Team Leadership and Management	Data Analysis	Verbal Communication	Proficient in Microsoft Office
Experience with Data Visualization Tools (Domo and Tableau)			

Achievements & Certifications

2022/23
- Co-authored a comprehensive USC case study on alternative milk brand, Califia Farms

2018
- Winner of local pitch competition, RISE to the Challenge pitch competition in the aspiring business category
- Admittance into exclusive Entrepreneurship Fellowship program at the University of Baltimore

Professional References

- References available upon request