

# Phill Legnitto

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## Experience

### Groove.co

Head of Product Support | San Francisco

Aug 2019 – July 2022

- Founded Groove's award winning Product Support team, supporting more than 500 customers and 70,000 users.
- Acted as a top tier escalation point for business leaders at customer organizations such as Google, Uber, Slack and Airbnb.
- Co-managed Groove's Technical Support Engineering team, working cross functionally with Engineering, Product and Customer Success to ensure platform improvements were prioritized accordingly.

### Product Support Specialist

Apr 2018 – Jul 2019

- Set a record for highest number and percentage of positive CSAT scores while responding to inquiries over live chat, email and phone. (72 ratings in four weeks, with 100% CSAT, 3X the record of Groove's prior support specialist)
- Engaged in technical troubleshooting related to Groove's platform, Salesforce, Outlook, GSuite and Chrome.
- Met with sales leaders to identify business needs, areas for process improvement and provide creative solutions.

### Sales Development Representative

Jun 2017 – Mar 2018

- Generated leads through phone, email and social media outreach. Conducted as many as 75 cold-calls a day.
- Engaged in technical conversations with Sales and Sales Operations leaders about their tech stack in order to uncover needs and build interest in Groove.
- Developed an outbound sales process for the enterprise market that resulted in an 81% open rate and 12% reply rate.

### WaferNet / Account Representative | San Jose

Aug 2015 – Apr 2017

- Procured and managed high profile business-to-business accounts, providing the semiconductor industry with silicon wafers and related technical services.
- Met directly with customers to represent the company and identify needs. Negotiating contract terms and pricing on a per-customer basis.
- Excelled at learning technical information, scoring 97% on the pre-emptive technical exam. (The highest score in company history without prior industry experience)

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## Accomplishments

- Developed the support process and team awarded with TrustRadius' 2021 Award for Best Customer Support in the Sales Engagement Platform Category, as well as G2 crowds ranking for #1 in Customer Satisfaction (2018-2021).
- Successfully scaled Grove's support team internationally, with two offices within the United States and one office in Ireland. Team included six Product Support team members and three Technical support engineers.

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## Education

### California State University, Chico

Bachelors of Science in Business Administration

Graduated May 2015