Paul Pham

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WORK EXPERIENCE

AppFolio, Inc. (Nasdaq: APPF)   Santa Barbara, CA

Appfolio is a SaaS company helping small and mid-size business grow and succeed with cloud-based solutions.

Sr. Customer Success Manager (3/2017 – Present), *Customer Success Manager* (3/2015 – 3/2017)

- Act as point of contact for product, engineering, and business teams with all user-reported bugs, including backlog prioritization, handoff to developers, and follow up with affected users.
- Organize daily standups and pair with engineers to set action items for bug fixes and feature gaps and to manage tier two customer support issues.
- Own end user role with product and UX teams to test third party integrations and new features to document user issues, evaluate designs, and test functionality.
- Sort and analyze 135 product feedback cases in Salesforce to identify actionable data trends, adding a reminder function to increase monthly online payments usage.
- Constantly improve customer and engineering support process focusing on internal communication, reducing technical user problems investigation and response time to less than two hours.
- Resolve 125 U.S.-based customer cases weekly by phone, email, and online chat to address legal billing issues, collect product feedback, and troubleshoot integrations.

The Judge Law Firm   Irvine, CA

The Judge Law Firm provides clients with legal services in real estate and HOA law throughout California.

Legal Assistant, Wells Law Group (7/2014 – 3/2015)

- Managed and updated 200 cases from open to close from southern California property management clients for attorney and legal department review.
- Helped define guidelines with paralegals to review daily data reports, organize case information, and file necessary court paperwork to evaluate potential case value.

SIDE PROJECTS

Personal Website: iampaulpham.com | **Github:** github.com/PaulVPham/PaulVPham.github.io

- Wireframed and built a website to host my projects taking on product, design, and developer roles.

ABC News App Product Review: https://projects.invisionapp.com/boards/AW3611OB93GFR/

- A mobile app review to explore features by following the user experience and product mindset.

SKILLS & TOOLS

Skills: customer experience, bug prioritization, user stories, kanban, agile SDLC, user assurance testing, user research, cross-functional teamwork, process flow improvement

Project Management Tools: PivotalTracker, LucidChart, Trello, InVision, Github

Technologies Used: Salesforce, VirtualBox, Zapier, SendGrid, Microsoft Office, Quickbooks Online

Web Development: HTML & CSS, Jekyll, Ruby, Ruby on Rails, IRB shell, Heroku, PostgreSQL

Language: Vietnamese (Fluent)

EDUCATION

University of California, Santa Barbara   June 2014

B.A. in History with Distinction in the Major and Honors

- Senior Honors Thesis Award 2013-2014: "Assured Commitment: Ngo Dinh Diem's Official State Visit, 1957"
- Member of Phi Beta Kappa, (top 4% from a graduating class 3,200)
- 3rd Place Winner at 2014 UCSB Research Colloquium in Humanities & Fine Arts (1 of 3 categories)