

Scott Constanza

Web Developer & CX Professional

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EXPERIENCE

Lenox Partners, Inc. – Vice President of Marketing & Technology

APR 2020 – PRESENT, Orlando, FL

- Manage Mo Bamba's (NBA basketball player) e-commerce platform and website overhaul
- Track down sales leads and advise on contract discussions, endorsement opportunities
- Connected and followed up with leads to ensure all parties are content and build rapport

V Shred – Client Success Agent

NOV 2021 – JUN 2022, New York, NY

- Ensured clients left every interaction satisfied (96% positive review for 4 months in a row)
- Lead the afternoon shift, expert at resolving issues with demanding clients
- Interacted with a variety of customers across support channels to best serve their needs

Managed by Q – Customer Experience Associate

NOV 2019 – MAR 2020, New York, NY

- Worked cross-functionally with engineers, sales representatives, and the leadership team to improve the client and vendor experience
- Coordinated complex vendor management logistics on behalf of business clients, overseeing 70+ client task requests per shift
- Provided exceptional customer support to clients and vendors on the Managed by Q service platform via phone and email utilizing Salesforce

EDUCATION

BrainStation | Web Development; KindWork | CX & Support Bootcamp

SEP 2019 – NOV 2019, New York, NY; MAR 2021 – OCT 2021, Toronto, ON

- Rigorous 250-hour training program in applied digital skills focused on tech industry customer support: Zendesk, Intercom, Slack, G Suite Certification including Docs, Sheets, and Slides
- Attained Web Development certificate during a diligent 14-week Bootcamp.

State University of New York (SUNY) Canton | Bachelors in Applied Psychology (Pursuing)

AUG 2016 – AUG 2019, Canton, NY

- **Student Government Association:** "Brother 2 Brother" – led several event planning initiatives focused on increasing diversity on campus
 - As a proud Dominican student, I successfully increased Latino participation in intramurals and membership in other student organizations by 23% during 2017-2018 school years

SKILLS

- **Computer:** HTML, CSS, JavaScript, Zendesk, Intercom, G Suite (Certified), GitHub, Salesforce, Intercom, Microsoft Office, Adobe Illustrator
- **Language:** Spanish (fluent), Latin (Novice)
- **Interpersonal Skills:** lifelong track record of getting along extremely well with people who come from a wide range of backgrounds and I am the consummate team player and fast learner
- **Hobbies:** Baseball (Lifelong Yankees Fan), Game Streaming on Twitch, Bike Riding, Hiking