Stephen Jason Bridgett

LinkedIn │ Denver, CO │ GitHub

Efficient and organized professional with fundamental knowledge of software design and development seeking to take advantage of my technical and business education, in addition to my customer service and communication experience to thrive and grow in today's technology-driven society.

EDUCATION

University of Northern Colorado, Monfort College of Business | Greeley, CO
Bachelor of Science - Software Engineering, Business Administration Minor | 3.04 GPA

EXPERIENCE

Deckers Brands | Denver, CO

Social Media and Communications Coach — June 2023 - Current

- Keep customer-facing help info housed in Help Centers across five branded websites organized, updated, and digestible.
- Manage small team who responds to low-rated reviews published on all product pages across four different brands.
- Maintain public-facing informative articles regarding company policies with use of Gladly Administration account.
- Archive all internal and public facing informative articles within OneDrive including dates of when updates were made.
- Train team how to respond to low-rated product reviews posted across our brand sites within legal SLA timeframe.
- Analyze product review data to better understand how certain styles across each brand are being accepted by customers.
- Train team how to edit policy articles found in Gladly Answers resource list as well as their archived OneDrive versions.
- Create training resources to assist teammates in learning new skills across the communications side of our team.
- Create shadowing videos for Deckers employees interested in learning what the communications team is responsible for.
- Analyze performance data to better understand how teammates are performing monthly, quarterly, and annually.
- Keep hundreds of company employees updated on future product launch and collaboration information across six brands.
- Assist with branded automated email templates that are sent out to customers in case of certain situations.
- Assign multiple teammates to different roles daily to ensure communications workload is handled within teams SLA.
- Work cross-functionally with other teams to help communicate consistent policies and resources across all departments.
- Help create monthly Ops Newsletter which provides updates from multiple teams under the Operations umbrella.
- Inform hundreds of employees across multiple teams of important operations updates by sending out Ops Newsletter.

Social Media and Communications Representative — September 2021 – June 2023

- Communicate with customers via social media CS systems to help mitigate their issues across six different brands.
- Assist with handling over 140,000 annual contacts across 18 social media accounts spanning across six brands.
- Respond to publicly viewed social media inquiries on behalf of our six brands which total over 4.2 million followers.
- Efficiently navigate back-end systems to assist customers within team's agreed SLA timeframes.
- Maintain company communication files, training files, and resources for quick reference by hundreds of employees.
- Use social media to assist escalated customers who were unable to resolve their issues through our branded Help Centers.
- Communicate company updates regarding internal policies, current products, and services to hundreds of employees.
- Collaborate with marketing teams across each brand to communicate new releases, promotions, and collaborations.
- Handle incoming ticket requests for company information to be edited within our employee's resource database.
- Assist multiple Leads across different teams with any new documents or customer care updates that may be needed.

Customer Care Representative — October 2020 – September 2021

- Provide premium service and build relationships with customers through telephone and chat correspondence.
- Strong knowledge of Deckers and its subsidiary brands including UGG, HOKA, Teva, Sanuk, and Koolaburra by UGG.
- Organize customer data for simple understanding and reusability.
- Create tasks assigned to appropriate teams to help customers who are facing issues on their end.
- Quickly type and document complex customer situations for future or escalated employee reference.

SKILLS

- **Customer Service:** Written Communication, Verbal Communication, Active Listening, Brand Specific Tone
- **Ecommerce/Customer Service Systems:** Oracle E-Business Suite, Oracle NetSuite, Gladly Administrative, Sprout Social, Shopify, Sprinklr, PowerReviews, Cordial, Yotpo, ProProfs
- **Programming Languages:** HTML, CSS, Python, JavaScript, Java, C#, C, C++, PHP, SQL
- **Databases:** Oracle DB, Tableau, MongoDB
- **Network/Security:** Access Control/ID Management, Audits/Assessments, Policies, Procedures, Awareness, Data Defenses, Physical Security, Application Defenses, Perimeter Defenses, Network Defenses, Host Defenses
- **Miscellaneous:** Mobile Game Development, Interface Design, Data Analysis, A/B Testing, Experimental Design, Wireframes/Diagrams, Hypothesis Testing, OOP, Microsoft 365, Adobe Creative Cloud, GIT

CERTIFICATES

- **Security Pro –** TestOut Corporation, 2018, Certificate ID: C3U2K
- **Responsive Web Design Developer -** freeCodeCamp, 2024

PROJECTS

Oversold Cancellation Holiday Emails   November 2024 – February 2025
- Assisted in analyzing response data for 19,331 dynamic emails sent through automated template system to customers informing them of an order cancellation due to inventory issues regarding 50 styles across four different brands.
- Along with verbiage prompting to reorder a different style, 18,972 emails included 20% off coupon codes to help do so.
- Helped create automated excel report that calculated the total open rate, number of clicks, total revenue acquired, average revenue acquired, as well as the total number of purchases made from the mass email send.
- Determined that cancellation emails were opened at a rate of 93% resulting in a total of 20,481 interactive clicks.
- Finalized data shows 1605 additional purchases were made bringing in additional revenue during the holiday season.

Internal Knowledgebase Switch Over   August 2024
- Assisted QA team with transferring 110 internal resource articles from Gladly to new ProProfs knowledgebase system.
- Information within the 110 articles was broken down into 367 pages housed within 84 folders as new system supported folder functionality with keyword search versus past system which just stored articles as lists.

PowerReviews Overhaul   June 2023 – April 2024
- Managed small team responsible of responding to backlogged low-rated reviews across five brand sites.
- Trained five teammates to be consistent, confident, and self-sufficient contributors within PowerReviews system.
- Guided team through best response practices while handling a total of 9653 low-rated reviews across five brand sites.
- Decreased average response time from 77.71 hours in Q1 down to 49.25 by end of Q4, a 36.6% decrease in wait time.
- Upon completing overhaul, team now completes workload weekly to ensure customer are responded to within SLA.

Deckers X Lab Acquisition   August 2022 – June 2023
- Assisted in acquisition of DXL brand by assisting with customer service responsibilities.
- Help customers with order issues by assisting with returns, refunds, and exchanges through Shopify ordering system.
- Sent over 1250 email responses to customers who needed assistance since acquiring DXL CS.

Help Centers: FAQ Answers Consolidation   June 2022 – August 2022
- Reviewed, updated, and consolidated 456 public reference articles regarding company policies that make up the FAQ Help Centers across five brand websites.
- 408 articles consolidated down to 80 articles after majority were able to be combined or removed due to being outdated.
- Created 44 new articles to help customers with scenarios that were not formerly addressed.
- Total number of articles was consolidated down to 92 compared to 456 originally.