

# Amber Gianvecchio

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## PROFESSIONAL EXPERIENCE

### allUP

Professional social network using video interviews to reimagine hiring

#### Customer Success Manager

January 2025 - February 2026

- **CUSTOMER SUCCESS LEADERSHIP:** Owned the customer success function at allUP, building ticketing workflows, documentation systems, and support processes that established a scalable foundation for client support.
- **OPERATIONS MANAGEMENT:** Managed customer communication and support operations, handling 17,000+ messages annually while maintaining systematic tracking and resolution workflows.
- **KNOWLEDGE BASE DEVELOPMENT:** Built and maintained a comprehensive company knowledge base for Front and Claude AI integration, creating documentation that enabled efficient customer support.
- **PRODUCT COLLABORATION:** Partnered with founders and product teams to act as the voice of the customer, structuring qualitative and quantitative feedback into actionable insights that shaped the product roadmap.
- **AI AUTOMATION:** Collaborated with engineering leadership to develop an AI-powered customer support system using OpenAI Agents SDK that automatically generates contextual email draft replies.
- **AI AGENT DEVELOPMENT:** Built and trained specialized AI agents for message categorization and response generation, achieving 98%+ accuracy through iterative prompt engineering, evaluation datasets, and manual review of 100-300 traces per batch.
- **CROSS-FUNCTIONAL TOOLING:** Built a Slack-to-Linear issue submission workflow enabling team members to report bugs with structured information, linking tickets to Slack threads so engineering could track discussions and context in one place.
- **ANALYTICS & REPORTING:** Used Front Analytics to monitor workload trends, resolution times, and efficiency metrics, surfacing patterns in weekly syncs with product and leadership to inform priorities.

### Advekit, Inc.

Mental health platform matching clients with therapists and handling insurance billing

#### Senior Patient Onboarding Coordinator, Customer Success

June 2022 - April 2024

- **OPERATIONAL SYSTEMS:** Built a comprehensive Notion workspace that enhanced transparency and refined operational processes, increasing sales revenue and strengthening client retention through improved visibility and streamlined workflows.
- **ACCOUNT MANAGEMENT:** Managed patient onboarding and client accounts, guiding customers through the completion of initial sessions while ensuring smooth handoffs and positive early experiences that set the foundation for long-term engagement.
- **RETENTION CAMPAIGNS:** Developed retention campaign materials including patient explainers and targeted email sequences that reignited revenue growth among inactive clientele, bringing dormant accounts back into active treatment.
- **WEB DESIGN:** Designed and created engaging web pages to attract mental health providers, optimizing for user engagement and conversion rates that supported provider acquisition goals.
- **DATA MANAGEMENT:** Streamlined account reconciliations and client data consolidation, effectively supporting therapist acquisition efforts and driving increased sales through improved data accuracy and operational efficiency.

#### Patient Onboarding Coordinator

Jan 2021 - June 2022

- **INSURANCE VERIFICATION:** Verified plan coverage data for patients nationwide through clearinghouses like Availity and communicated directly with Insurance Consultants.
- **COVERAGE OPTIMIZATION:** Ensured optimal coverage utilization for each client by communicating anticipated cost plans to clients and providers.
- **REFERRAL MANAGEMENT:** Led submissions of referral requirements to insurance companies for patients and providers, eliminating obstacles and ensuring seamless processes that accelerated time-to-treatment.
- **CRM AUTOMATION:** Employed CRM platforms such as HubSpot to automate targeted outreach campaigns, enhancing efficiency and effectiveness of patient acquisition efforts.

#### Therapist Acquisition Specialist

July 2020 - Jan 2021

- **PROVIDER ONBOARDING:** Oversaw onboarding for mental health providers, presenting company mission to engage prospects while consistently meeting monthly KPIs.

## SKILLS

Front	Linear	Notion	Customer.io	HubSpot	Figma
Claude Code	Cursor IDE	OpenAI Agents SDK	GitHub	Braintrust	TypeScript
Python, R, SQL	Amplitude	Hex	Stripe	Adobe Creative Suite	Mandarin

## EDUCATION

Boston University | Bachelor of Science, Communication (Minor: Business Administration) | 2020