Amber Gianvecchio

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PROFESSIONAL EXPERIENCE

allUP

Customer Success Lead   **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 DEVELOPMENT:** 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 TRAINING:** Built and trained specialized AI agents for message categorization and response generation, achieving 98%+ categorization accuracy through iterative prompt engineering and evaluation workflows across rejection, positive, and support scenarios.
- **TESTING INFRASTRUCTURE:** Developed comprehensive testing infrastructure including evaluation datasets, TypeScript test scripts, and manual review processes; reviewed 100-300 traces per batch to achieve high-quality draft outputs and continuous improvement.
- **TECHNICAL WORKFLOW:** Established end-to-end development workflow integrating Cursor IDE, Git version control, OpenAI Agent Builder, and Braintrust for continuous agent improvement and systematic performance tracking.

Advekit, Inc.

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**

- **ONBOARDING MANAGEMENT:** Oversaw onboarding process for mental health providers, ensuring an effortless and dependable customer experience.
- **STAKEHOLDER ENGAGEMENT:** Presented company mission and operations to engage prospective providers, establishing relationships as a trusted third-party while consistently meeting monthly KPIs.

SKILLS

Mandarin	Microsoft: Excel, PPT, Word	Cursor IDE	Notion	Customer.io
Python, R, SQL	Adobe: Photoshop, Illustrator, InDesign	Anthropic Claude / Claude Code	Figma	Front
TypeScript	OpenAI Agents SDK	Git / GitHub	Braintrust	HubSpot

EDUCATION

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