

5 Things that most excite me

- Help train and onboard new support teammates
- Run ticket review sessions to make sure tone is consistent across Zapier responses
- Create video tutorials to help teach users a specific feature or use case
- Ghostwrite documentation for partners to publish on their own sites
- Engage multiple users at once via chat to answer their questions and troubleshoot problems

5 Things that least excite me

- Work with the product team to develop a new feature based on feedback from customers
- Dig through activity logs to troubleshoot a customer's broken Zap
- Analyze thousands of support tickets to spot trends the product team can use
- Help resolve billing issues for customers over the phone
- Respond to Zapier fans on Twitter, Facebook, Reddit, and other 3rd party sites