

EXPERIENCE

Dropbox

Remote (US)

CX Service Delivery Manager, Dropbox (2022- 2025)

- Managed operational integrations for Dropbox's acquisition of DocSend, aligning technology platforms and support systems to create unified user experiences and seamless internal workflows.
 - Led the integration of DocSend's phone system into Dropbox's existing infrastructure
 - Spearheaded the integration of DocSend's chat system into Zoom's chat platform, serving as a pivotal proof of concept for our vision of a unified chat solution. This successful endeavor has paved the way for the organization-wide adoption of Zoom chat as our primary communication tool.
 - Collaborated cross-functionally with Product, Legal, and Engineering teams to streamline operational workflows post-acquisition, resulting in minimal disruption and optimized synergy across previously separate platforms.
- Led the successful implementation of Zoom as the new chat platform across Dropbox Core FSS (File, sync, and share), replacing SnapEngage. This transition supported our premium support services, the FSS business unit, and Dash, enhancing communication efficiency between CX agents and Sales agents.

Senior Product Support Specialist, Knowledge Management - DocSend, (2021- 2022)

- Developed and implemented 50% of comprehensive support processes around billing, taxes, and technical troubleshooting.
- Designed and led the Help Center improvement project based on direct user feedback, resulting in a 49% increase in monthly visits and enhanced user satisfaction.
- Implemented and streamlined product launch readiness initiatives for the Support team which resulted in clear Support deliverables and expectations as well as 100% on-time delivery of all help center product updates.
- Facilitated cross-functional collaboration between Product Managers, Product Marketing Managers, Support, and EPD to create digestible and reliable help center content for 17 product launches in 2021.
- Designed and Implemented a product training program for Dropbox Support contractors which decreased onboarding from 6 months to 3 months.
- Reviewed all product release notes and tested internal resources for product logic and consistency.

Product Support Specialist - DocSend (2019-2021)

- Implemented Knowledge Management tool (Guru) for all customer facing teams (Sales, Customer Success, Support) housing all Support playbooks, Support onboarding curriculum, product documentation, etc. which increased agent efficiency by 15%.
- Spearheaded overhaul of 100+ macros and implemented uniform tone and voice for consistent agent and customer experience.
- Handled 35% of all customer contacts through Zendesk, Intercom, and Zendesk talk in a team of 5 while managing project deliverables as well as training.

Affirm

San Francisco, CA

Senior Customer Advocate (2019)

- Supported completion and delivery of quarterly Affirm Complaint insights to regulatory agencies and stakeholders which included case studies around persistent issues along with recommended solutions and a clear path for remediation.
- Audited and delivered monthly complaint volume (~500 complaints) reports to our partner bank for compliance risk evaluations.
- Developed 5 ad-hoc case studies per month of random complaint samples to our partner bank and regulatory agencies (ex. FDIC) to contextualize Affirm's policies and procedures.
- Established cross-functional communication between Legal, Compliance, and Risk Operations teams to assess compliance risk, identify root causes, and resolve sensitive customer complaints.
- Resolved an average of 80 customer complaints and 4 formal/regulatory complaints a week pertaining to credit disputes, merchant disputes, unauthorized claims, and legal threats.

Loan Review Specialist (2017-2018)

- Formulated content to improve training materials and created templates to increase procedural efficiency.

Tile Inc.

San Mateo, CA

Order Operations Specialist (2017)

- Strategized across Sales Operations/Finance/Sales departments to Identify issues that caused errors in B2B order processing and spearheaded process improvements to decrease such errors by 30%.
- Implemented process documentation and governance through project management tools (Asana). This resulted in a resource center that facilitated knowledge transfers and ease of on-boarding.
- Executed on shipping service level agreements (SLA's) for all B2B and B2C created orders resulting in 98% on-time fulfillment rate.
- Led fulfillment of ~50 high volume orders a month from authorized retailers of Tile including but not limited to Amazon, Apple, Target, and Best Buy. These efforts allowed us to hit a retail revenue goal of \$100k for the 2015 fiscal year.

Customer Support Agent (2015-2017)

- Compiled and presented insights on customer's e-commerce experience with Tile's subscription model, reTile and auto-reTile, and delivered them to Marketing and Product team directors resulting in product workflow changes.
- Ensured all departments' alignment with rules and logic of retention program/ subscription program.
- Supported implementation of instructional design tool, Adobe Captivate, and helped create an interactive LMS for Customer Care HQ employees.
- Designed and published 12 educational courses for Customer Care's LMS which improved agent assessment scores and performance by 20%.

EDUCATION

University of California, San Diego

La Jolla, CA

B.A. International Studies, Political Science & Latin America

2010-2015

Spanish Literature minor

- Gender Studies and Spanish Literature focus at the Universitat de Barcelona from 2013-2014.

SKILLS & TOOLS

Zendesk | Intercom | Uservoice | Stripe | Netsuite | Jira | Asana | Paper (by dropbox) | Excel | Adobe captivate | Confluence | Miro

References available upon request