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ADDRESS

400 Ocean Avenue
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Customer Advisor

Squarespace, Inc.

New York, NY
August 2016 - Current

CEO and Founder

Bandpass, Inc.

Boston, MA
January 2014 - July 2016

Front Desk Manager & Social Media Assistant

Berklee College of Music

Boston, MA
September 2014 - June 2015

CEO and Founder

Blackedout

New York, NY
June 2012 - September 2015

Dolby Laboratories

Electronic Arts, Inc.

August 2011- June 2012

Berklee College of Music Boston, MA

PASSIONS

- GUITAR
- COOKING
- FASHION
- BASKETBALL

ALEXANDER BERCOW

Alexander is a self-starting, entrepreneurially oriented individual, who finished a successful music career and founded a startup company that grew into a team of five with a successful prototype, before the age of 22. Following a move to New York, Alexander became one of the youngest employees at Squarespace. While at Squarespace, he excelled as a Customer Operations Advisor, with multiple months of perfect Customer Satisfaction ratings and no months below 95%.

EXPERIENCE

Assisting Squarespace customers solve complex issues through email and Live Chat. No months below 95% Customer Satisfaction Ratings including 4 months without a downvote. Built tools to improve workflow and efficiency for myself and coworkers.

Founded a startup that connected musicians with their favorite charities, comprised of a team of five. Won 1st place in the prestigious Berklee ICE Incubator and placed 4th at the Beantown Throwdown. Responsible for research, strategy and requirements, and all go-to-market.

Handled student and facility inquiries, promoted the Electronic Production and Design major through digital and print forms, and managed alumni requests. Ran the EPD social media accounts.

A solo electronic project, Blackedout has played numerous shows around the United States and has done production work for Warner Brothers. Played along acts like Little Dragon, Giraffage, Hot Sugar, Tobacco, Com Truise, Goldroom, and many others.

INTERNSHIPS

- Studio repair, setup, and content fulfillment for Dolby clients.
- Sound engineering and audio QA for The Sims: Pets 3 and The Sims Store.

EDUCATION

B.A., Electronic Production and Design
Minor: Video Game Audio
GPA: 3.5, Cum Laude

PROFESSIONAL SKILLS

ABLETON LIVE	● ● ● ● ●	HTML	● ● ● ● ●
ZENDESK	● ● ● ● ●	JAVASCRIPT	● ● ● ● ●
ZOPIIM	● ● ● ● ●	CSS	● ● ● ● ●
PROCESSING	● ● ● ● ●	JIRA	● ● ● ● ●