236 Claywell Dr.
San Antonio, TX 78209
(210) 393-4511
curtismorris@gmail.com

Curtis Morris

Product manager with 20+ years of customer-centric leadership experience. Currently driving customer enablement at one of America's largest private companies, with a proven track record of launching customer-enabled solutions and scaling cloud-based systems.

EXPERIENCE

H-E-B, San Antonio, TX — *Product Manager, Customer Enablement*
November 2022- Current

- Manage Salesforce Service Cloud roadmap for multiple business units including H-E-B Wellness, eCommerce, and Accounting
- Deployed the first chat support product at H-E-B to our Wellness and Primary Care team with full HIPAA compliance
- Led initiatives to reduce inbound support volume across phone & email channels resulting in a lower cost of support for the company
- Identified and implemented time and cost saving measures resulting in a reduction of operating cost, faster customer service interactions, and increased customer satisfaction
- Partnered with cross functional product, support, engineering, and design teams to rapidly build and deploy new features for H-E-B shoppers & Partners enabling us to scale the H-E-B support model reducing the total cost of support
- Responsible for maintaining compliance standards such as PCI, HIPPA, TDPSA, and others in Salesforce & Amazon Connect environments

H-E-B, San Antonio, TX — *Manager, Ecommerce Support*
June 2020 - November 2022

- Procured and deployed Salesforce service cloud to the H-E-B contact center
- Developed, gained executive buy-in for, and deployed a headcount model for ecommerce support resulting in our team growing from 30 Partners to over 120
- Partnered with H-E-B departments including procurement, product, and our workforce management team to bring new tools & processes to the contact center
- Developed and deployed several features to our interactive voice attendant (IVR) using AWS Connect & Lambda (Python environment)
- Created real time feedback & metrics channels for all areas of the contact center giving leaders visibility into why customers are contacting us

Earth Class Mail / Scaleworks, San Antonio, TX — *Vice President of Customer Success*

October 2018 - June 2019

- Led a team of 10 customer success & on-boarding professionals. Goals included install base growth, churn mitigation / prevention, and end to end ownership of the customer experience
- Implemented training and tooling changes that resulted in 2% lower churn and a 3% increase to install base sales each month
- Eliminated waste & improved customer satisfaction by introducing multiple forms of workflow automation (both internal and customer facing) & adding Twitter and Slack as optional support channels

Qualaroo / Scaleworks, San Antonio, TX — *CEO*

February 2017 - February 2019

- Responsible for end to end strategy of the company. Reported directly to the Scaleworks board of directors and led a team of 15 sales, marketing, support, product and engineering people in remote and local positions. Goals included brand development / positioning and revenue growth
- Developed and launched a new company brand
- Grew revenue an average of 2.75% month over month

Assembla / Scaleworks, San Antonio, TX — *Vice President of Customer Success*

May 2016 - May 2017

- Developed strategies for install base growth, churn management, and the overall customer experience
- Worked directly with the CEO and CTO on pricing strategy and goto market plans for new features and functions within the application
- Managed Net Promoter and other customer feedback programs.

Rackspace, San Antonio, TX — *Director, Support*

March 2013 - March 2015

- Managed organizations ranging in size from 8 to over 100 engineers and customer success employees across three shifts
- Led coaching and day to day management of senior manager staff
- Involved in several company wide initiatives focused on delivering better service to the cloud computing customer base

Rackspace, San Antonio, TX — *Senior Manager, Support*

May 2009 - March 2013

- Accounted for over $36 million in install base revenue.
- Delivered and acted upon feedback programs including NPS and 360 feedback loops.
- Met with top customers both on location at their offices and at our world headquarters

Rackspace, San Antonio, TX — *Team Lead, Support*

May 2006 - May 2009

- Managed the day to day needs of my team consisting of Account Managers and Linux Engineers
- Exceeded churn and install base revenue growth goals

Rackspace, San Antonio, TX — *Account Manager*

May 2003 - May 2006

- Managed book of business totaling $12M annually.
- Developed install base growth & churn.
- Managed closed loop feedback process (NPS)

EDUCATION

McCombs School of Business, Austin — *Management Certificate*

January 2014 - December 2014

ITT Technical College - Associate Degree in Computer Network Administration
September 2000 - December 2002