

Sadie O'Neill

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Highly experienced customer success manager working in B2C membership businesses. Efficient in handling challenging customer cases, using data collected to improve customer experience and internal processes. Implemented new platforms and onboarded team members, providing ongoing support.

Education

Bachelor of Design

New York University, New York, NY
September 2007 - June 2011

Key Skills

- Creating KPIs for support teams
- Kajabi, Braintree, Stripe, and PayPal fluency
- Creative problem solving
- Empathetic to challenging customer issues
- ♦ Admin-level understanding of multiple CRMs

Professional Experience

Customer Support Agent

Fabuloot, New York City, NY | April 2008-August 2013

- Maintained exceptional relationships with new and existing customers via email and telephone
- Adhered to KPIs and reported to team leader during monthly team meetings
- Responded to positive and negative customer feedback
- Sought out new sales opportunities
- Contributed to new product ideas using experience **with** customers' pain points

Customer Success Team Leader

Boxamo, San Francisco, CA | August 2015 - January 2017

- Reported KPIs in monthly stakeholder meetings
- Handled escalated and complex customer cases with a personalized service
- Trained team members on new procedures with ongoing support
- Created streamlined procedures with the head of customer success for increased customer satisfaction
- Used customer feedback to enhance existing products and services offered

Head of Customer Success

Boxamo, San Francisco, CA | January 2017 * Present

- Managing a team of 10 agents
- Liaising with the CX team and marketing, creating a seamless experience
- Assisting with challenging and difficult client interactions
- Implementing efficient, personalized customer care procedures to increase satisfaction levels by 34% in 6 months
- ♦ Exceptional communication with brand continuity via Telegram, email, live chat, and social media