



Contact

(309) 706-9070 | developwithemma@gmail.com

Professional Experience and Accomplishments

Proximity | Littleton, CO (Fully Remote)

October 2019 - Present

Customer Success Advisor, Tier 2 | December 2021 - Present

Senior Customer Success Advisor | July 2021 - December 2021

Customer Success Advisor | September 2020 - July 2021

Regional Community Manager | October 2019 - March 2020

- Served as Senior Customer Success Advisor, Tier 2, for B2B SaaS company delivering workplace management software
- Navigated through code to research and decipher software bugs and created tickets for development team using Jira
- Used cross-collaboration to spearhead efforts on creating and implementing customer feedback program and customer health score program
- Successfully managed all customer accounts on a network with over 130,000 users
- Found solutions to an average of 150 support tickets a week with a median first response time of 5 minutes and a median closing time of 21 minutes
- Mastered constant product knowledge of 8 ever-changing web application and mobile application softwares
- Solved 85% of customer problems on one's own through troubleshooting, expert product knowledge, and navigating the software
- Worked in collaboration with software engineers and developers on daily basis to maintain product documentation of over 300 articles using technical writing skills
- Drove efforts to assess and elevate experiences at each touchpoint across the customer journey by creating a customer feedback program that included an NPS survey, cancellation survey, lost lead survey, and annual product value survey
- Maintained a mean score of 9.4 / 10 when asking customers if they would recommend our products to others on a scale of 1-10 after every support ticket
- Facilitated cross-functional collaboration to create a unified, customer-centric vision and led review of new features, designs, and user needs
- Conducted biweekly training calls for entire network in conjunction with growth and sales team

JVJC Holdings II LLC | Denver, CO. May 2018 - May 2019

Assistant Manager

HLC Realty | Denver, CO March 2017 - January 2018

Assistant Property Manager

Blackspy Marketing | Denver, CO (Remote, Part-time) December 2016 - September 2018

Marketing Coordinator

Monarch Investment & Mgmt. Group | Bloomington, IL January 2016 - March 2017

Leasing Consultant

AFNI | Bloomington, IL January 2015 - December 2015

Collection Agent

Certifications

Denver University | Denver, CO

Full-Stack Coding Bootcamp

December 2021 - June 2022

Skills

Analytical | Critical Thinking | Javascript | CSS | HTML | MySQL | MERN Stack | B2B Sales | Strategic Planning | CRM-Savvy | Technical Writing | Market Research | Client Retention | Account & Project Management | Leadership | Product Knowledge | Process Improvement | Relational Intelligence | Problem Solving | Customer Service | Assertiveness

References and letters of recommendation available.