

211 FALLIS RD.
COLUMBUS, OH 43214
ERIC.CHON@GMAIL.COM
(617) 818.0208

ERIC CHON

SUMMARY

With a background in Customer Experience and Community Management, I believe in creating easy to understand and use experiences that minimize effort and maximize usefulness.

TECHNICAL SKILLS

- Customer Experience design
- Wireframing and prototyping (Figma, Adobe, Affinity)
- Desktop layout and production

EXPERIENCE

Indie MEGABOOTH, Columbus OH - *Community Manager, Contract*

MAR 2023 - Present

- Developing and managing social media strategy across Twitter, Instagram, and TikTok
- Managing and moderating Discord channel
- Reaching out to developers, fans, and alumni regarding our return
- Writing monthly newsletter

Zwift, Long Beach CA — *Community Support Quality Manager*

APR 2021 - MAR 2023

- Developed rubrics to determine guidelines for quality support interactions to maximize Customer Effort Score (currently at 75 for the past quarter)
- Created QA evaluation forms, quality definitions, and scoring
- Established regular (weekly) calibrations with in-house and vendor support teams to measure effectiveness

Zwift, Long Beach CA — *Community Support Manager*

OCT 2014 - APR 2021

- Established two CRMS (Zendesk and Kustomer)
- Built, trained, and managed the Support Team from 1 to 14 employees
- Established guidelines and processes for handling support interactions for email, chat, and voice
- Partnered with several BPOs to secure “round the clock” support in multiple time zones

Community Manager, Boston MA & Irvine CA

MAR 2013 - OCT 2014

- Grew and managed communities through social media, forums, and streaming for clients (Owlchemy Labs LLC, Blue Manchu Games, Threacks GmbH, Reentry Games)