

# Thomas Michael Frazer

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Experienced and passionate Customer Support professional in the Technology industry with exceptional written communication and problem solving skills. Expert debugger and strong team player. Background in music and creative industries. Hardworking, sincere, and dedicated individual.

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## Core Proficiencies

- Advanced technical troubleshooting and problem solving skill set.
- Excellent communication and customer service.
- Creative and analytical thinker.
- Nurturing and effective member of a team.
- Emotionally intelligent and strong relationship builder.

## Professional Experience

**Customer Experience Agent**

**May 2016 — Present**

**Slack | *Enterprise Communication and Collaboration Software***

### *Key Responsibilities*

- Reply to customer support tickets with an average First Reply Time (FRT) of under 1 hour while maintaining a 98% positive CSAT score.
- Provide highly visible responses to customers on Twitter from the official Slack Twitter account.
- Send one-to-many communications during customer facing incidents on the official Slack Twitter account and the Slack status page.
- Craft bug reports for Engineering teams based on validated customer reports.
- Execute manual QA test cases on multiple systems and environments for upcoming feature releases.
- Report on support trends and key customer issues to Product teams.

### *Achievements*

- Worked alongside the Interoperability engineering team to launch the new Slack Calls client to customers and continued to be an on-going Customer Experience product specialist for the product area.
- Participated in numerous secondments to the Developer support team where I supported our Developer community in using the Slack API.
- Created documentation for four of the most technical product areas to remove the dependency on engineer support and drive self sufficiency within the Customer Experience team.

**Customer Success/Support**  
**Muzeek | *Booking Software for the Live Music industry***

**March 2015 — February 2016**

*Key Responsibilities*

- Own the live support operations on the website.
- Build lifecycle email marketing program to help customer base realize the value of the product quickly.
- Executing software demos for prospective customers.
- Log and track bugs in both the development and production app versions.
- Liaise with Intercom, our back-end communication tool, to make sure the tool is correctly implemented and the APIs are sending the correct data across for accurate email marketing campaigns.
- In charge of product marketing. Bi-weekly feature releases sent out to the customer base highlighting the main benefits of the new feature and encouraging users to re-engage with the platform.

*Achievements*

- Launched the beta of the Muzeek app in the American market with a team that included the company founders.
- Crafted the founding values and voice of the support team.

## Education

**The University of Sydney**

**2008-2010**

Bachelor of Arts (Majoring in Music, Spanish and Latin American Studies)

- University Exchange at University of Texas (2010).

## References

*References available upon request*