



ZW

Zac Warner

Customer Service Trainer | StubHub/ebay

Overview

Motivated and enthusiastic professional. Experienced in Customer Service and Retail environments, leading a team and working alone.

Passionate about language and communication and always looking to develop new skills.

Skills

- Leadership
- Training
- Communications
- Customer Experience
- Customer Service QA
- Data Analysis

Languages

- English (Native)
- Irish (Advanced)
- Spanish (Advanced)
- German (Intermediate)
- Basic level in several other languages.

Experience

I am currently responsible for Training and Quality for the Customer Experience team for StubHub.co.uk. (an ebay company). StubHub is a US marketplace, founded 2000, that launched in the UK in 2012 and I joined in 2013 so I have experience in a large US based company launching in wider markets within Europe.

Customer Service Trainer • StubHub • October 2017 – Present

- Responsible for training new hires to the Customer Service/ Experience team and assisting in their development and integration to the company and team.
- Also responsible for upskilling and development of existing Customer Service staff on an ongoing basis.

Customer Experience QA • StubHub • April 2018 – Present

- I have taken the additional responsibility of taking over the Quality Assurance for the Customer Experience.
- Reviewing calls and emails for all frontline staff and following up with feedback and coaching as appropriate.

Acting Team Lead • StubHub • January 2016 – October 2017

- Acting as a team lead to ensure service level for the customer service team was met, daily scheduling and assigning duties and tasks.
- Monitoring for queries from other departments and assisting appropriately.
- Also taking escalated contacts to resolve or further escalate contacts where a customer required additional support.



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Education

- 2 Years Completed of B.A. at UCD in History and Latin
- Leaving Certificate Wilson's Hospital All Honours Subjects

Interests

I enjoy cooking; I like to both research and experiment in the kitchen.

A former actor, I appeared in numerous stage shows and HBO's The Tudors including promotional materials.

Avid reader, interested in history, psychology, evolution, philosophy and anthropology.

Schools rugby player and 2002 Duff Cup winner.

Tier 2 Representative • StubHub • August 2014 – January 2016

- Tier 2 is a follow-up team, responsible for resolving issues that could not be resolved on the first contact.
- Emphasis on quick and effective resolution.
- Responsibilities also included delivering findings for technical, payment or other non-customer facing teams.
- Compromise and communication were key skills

Trust and Safety Analyst • StubHub • Feb 2014 – August 2014.

- Reviewing orders placed through the website to determine if they were placed fraudulently or legitimately.
- Targets were 70 reviews per day and accuracy target was 97%. All targets were met or exceeded.

Customer Service Agent • StubHub • July 2013 – August 2014

- Front line customer support for all inbound calls, emails and chat for customers of StubHub.co.uk.
- Focus on customer satisfaction and retention, efficiency and first contact resolution.

Store Manager • Leinster Rugby Store • July 2007 – July 2013

- Day to day running of the official merchandise store for Leinster Rugby.
- All aspects of retail including ordering, training, merchandising, sales, online store.
- While there we doubled average sales in retail location and also developed the online store to the same level.



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