

Contact

haleyrivey@gmail.com

www.linkedin.com/in/haleyrivey
(LinkedIn)

Top Skills

Customer Service

Product Demonstration

Product Training

Certifications

Learning JIRA Software

Honors-Awards

Clicker of the Month

Clicker of the Month

The Version 2.0

MVP

Haley "Ren" Ivey

They/Them

Atlanta Metropolitan Area

Experience

Vimeo

Community Support Manager: Billing & Subscriptions

October 2020 - May 2021 (8 months)

- Responsible for creating and refining Billing workflows and escalation paths in order to ensure a stronger impact from the Support team during rapid growth periods and product rollouts.
- Improved and regularly updated internal documentation and macros for Billing.
- Handled Billing, account, and subscription-related tickets escalated from Tier 1 & 2.
- Worked closely with Transaction developers, pre-sales, and CRM teams to track bugs, trends, and improve customer experience overall.

InVision

4 years

Senior Account Operations Specialist

April 2019 - October 2020 (1 year 7 months)

- Additional responsibilities included pre and post migration work for Enterprise customers transitioning to private cloud.
- Tasked with internal training of sales and success teams on product functionality and internal processes.
- Handled high-urgency account requests requiring unique and immediate action.

Account Operations Specialist

August 2018 - April 2019 (9 months)

- Handled billing and subscription issues, data migrations, account activations/deactivations, and work primarily related to both consumer and Enterprise InVision accounts, including that of the Fortune 100.
- Guided users through the initial Enterprise setup period, helping them to understand how they may best utilize available features.
- Helped to refine processes, commonly used macros, and improve internal documentation for newly established Account Operations team.
- Member of the 2018-2019 Diversity and Inclusivity Committee.

- Traveled in order to demonstrate InVision products and answer related questions at Design+ marketing events in several cities across the US.

Customer Advocate

November 2016 - August 2018 (1 year 10 months)

- Responsible for providing daily customer support and training through Zendesk by way of tickets, phone calls, Twitter, and Facebook.
- Helped to troubleshoot technical issues pertaining to various InVision products.
- Made requested changes on client accounts, escalating where appropriate.
- Maintained a consistent 99% or above customer satisfaction rating.

MemberClicks

2 years 11 months

Web Designer

January 2015 - November 2016 (1 year 11 months)

- Responsible for assisting with construction of Memberclicks site and email templates, as well as the transition to mobile responsive site templates utilizing CSS, HTML, and javascript.
- Tasked with maintaining Design Team queue, responding to tickets through Zendesk.
- Customized site templates according to client specifications.
- Created documentation for internal use.

Product Expert

January 2014 - January 2015 (1 year 1 month)

Atlanta

- Responded to incoming calls and e-mail inquiries through Zendesk.
- Helped to train and assist clients, as well as new colleagues, with understanding the Memberclicks product and various browser capabilities.
- Responsible for troubleshooting complex technical issues per client application.
- Introduced customers to additional product offers.
- Solved tickets frequently related to changes in HTML or CSS in order to assist Design Team.

Whitestone Motion Pictures

Branding Protege

2012 - 2012 (less than a year)

- Added as an intern, performing various tasks as needed by company, including PA work on film shoots, studio cleaning, and assisting other departments as needed.
 - Assumed role of Branding Protege, learning beneath a professional in the graphic design field.
 - Assisted mentor weekly by providing graphics in professional setting, primarily utilizing Photoshop and After Effects for animation.
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