

## Summary

Ambitious innovator with a penchant for cross functional collaboration. Eager to commit the better portion of my waking life toward making the world better. If you're reading this, that means we share this goal.

## Experience

APRIL 2017 - JULY 2018

### **Activate (Formerly Bloglovin')** - *Senior Manager of SaaS Strategies & Customer Success*

- Provided technical and strategic insights to agencies and brands leveraging platform to execute successful influencer marketing campaigns.
- Proactively cultivated relationships with clients by regularly sharing updates, collecting feedback, and facilitating collaboration with development team.
- Performed market research to help inform product roadmap and strategic angle for sales team.
- Used interactions with users to define requirements for growth driving platform innovations.

AUGUST 2015 - APRIL 2017

### **Bloglovin'**, - *Product Support Manager*

- Reconstructed support efforts to place emphasis on seamless collaboration between community and development team.
- Oversaw the launch and fine tuning of ticket system to enable effortlessly detailed documentation of recurring site issues.
- Developed new site features to eliminate unnecessary reliance on customer support.
- Participated in recruitment process and was responsible for training, mentoring and management of support team.
- Leadership has resulted in a 50% decrease in case load and an average response rate under 3 hours.

JUNE 2014 - JANUARY 2015

### **Squarespace** - *Product Solutions Lead*

- Isolated pain points for Squarespace end-users for development team to eliminate common problems and decrease workload for Customer Operations.
- Tracked server related bugs and prioritized their significance to better communicate product needs to development team.
- Performed rigorous testing on new product features prior to release.

APRIL 2013 - June 2014

### **Squarespace** - *Customer Operations Lead*

- Oversaw efficiency of shifts and provided detailed performance reports for management.
- Introduced new innovations to department resources to make work easier and more fun for colleagues.
- Facilitated success for new employees via personal training and process documentation.
- Engaged with Squarespace users in an efficient, and accurate manner while maintaining the warmth and levity one would expect from a friend.
- Updated knowledge base to reflect changes to the platform.

OCTOBER 2012 - MARCH 2013

### **Apple G Real Estate** - *Sales Agent*

- Designed visually pleasing ads for apartment leads and optimized their exposure to various social platforms.
- Worked closely with clients to match them with the apartment that best fit their needs.

## Skills

Web Development, Ruby, Python, SQL, Product Management, Agile, Jira, Account Management, Customer Support, ZenDesk, Social Media Marketing

## Education

SEPTEMBER 2007 - MAY 2010

**Western Connecticut State University** - *Bachelor of Arts, Psychology*