

Michael Fisch

Customer Success Professional

Executive Summary:

My name is Michael and I'm a seasoned remote customer success specialist with experience across Finance, Travel, and Technology. I've led teams in the delivery of frontline inbound support services, achieving high-performance metrics, and collaborating across teams to perform outbound marketing campaigns resulting in significant business results. Under Coinbase's #1 support team, Coinbase One, I delivered 'white-glove-service' and excelled in support escalations across Crypto, Payments, Access, Risk & Safety operations. I've also championed internal projects to increase CS efficiencies and developed flowcharts and playbooks deconstructing complex policies and procedures.

Tech Stack:

Google Suite, Apple Suite, Microsoft Office, Salesforce Lightning, TalkDesk, LiveChat, LucidCharts, Slack, Thompson Research (CLEAR), ChromeRiver, Ironclad, DocuSign, Citrix Cloud, WiX, Prezi, PowerPoint, Looker, Excel (Pivot tables), Alfred.

Education:

General Assembly (Boston, MA) – Web Development Immersive Trainee (Mar – Jun '18)

Stack: Git/Terminal, HTML/ CSS, JavaScript, Ruby, SQL

Backend environments: AWS, Heroku, MongoDB.

Bentley University (Waltham, MA) – Bachelor of Science – Marketing, Minor in Psychology (Class of 2012)

Professional Experience:

Coinbase Inc. (Needham, Massachusetts)

Consumer Service Representative - Coinbase One (CB1) (Oct. '22 -Jan '23)

Delivered frontline inbound support services for Coinbase One, as well as 'white glove service' for High Net Worth Individuals and Premium retail consumers.

Performed several outbound marketing campaigns including for ETH staking, resulting in a significant amount of staked Ethereum.

Achieved high-performance metrics including over 75% First Contact Resolution and over 65% Final Case Resolution during tenure.

Support Analyst - Institutional Onboarding (Jun. '22 - Oct. '22)

Transferred from Retail (Crypto/Payments) to Finance (Institutional Onboarding) and reduced significant case backlog for onboarding applications and active support tickets to a competitive less than 5-day life cycle.

Conducted document verification, due diligence, compliance, risk, and support ticket management for all entity sizes.

Partnered with other teams to increase policy/procedure efficiencies by creating user-friendly workflows.

Phone Support Analyst – Crypto/Payments Ops (Oct. '21 - Jun. '22)

Launched Coinbase's first Live Phone Support for Retail products as a frontline support agent.

Executed exceptional customer support through professional phone service skills and expert product knowledge utilizing CRM support technologies such as Salesforce, TalkDesk, and Looker.

Guided internal projects to enhance quality control and efficiency including targeted escalation channels and strategies.

Led PowerPoint seminars demonstrating over-the-phone de-escalation/negotiation techniques.

Viking Cruises Inc (Boston, MA)

Travel Service Specialist – Reservations (May '19 – Oct '21)

Provided expert knowledge for Viking River, Ocean, and Expedition products through the inbound phone and chat support.

Facilitated guests in preparing for their upcoming journeys, processing payments, and researching solutions to their inquiries.

Articulated smart and sensitive service through a deep comprehension of Viking policies and procedures.

Sentry Analytics LLC. (Needham, MA)

IT Manager (Jan '18 – Jan '19)

Launched online presence with WiX, company communications.

Managed SEO and PPC campaigns using Google Analytics and WiX tools.

Assisted executive team with technical troubleshooting and guidance for digital marketing efforts.