

# Michael Fisch

## Customer Success Professional

### Executive Summary:

I am a highly experienced remote customer success professional with a proven track record in the Technology, Travel, and Crypto/Finance industries. Throughout my career, I have delivered exceptional inbound support while consistently achieving high-performance KPIs. I have also played a key role in cross-team collaborations, contributing to outbound marketing campaigns that have generated significant business outcomes. During my tenure with Coinbase's top-ranked support team, Coinbase One, I provided white-glove-service and resolved complex support escalations across Crypto, Payments, Access, Risk & Safety operations. Additionally, I have been instrumental in driving internal initiatives aimed at increasing operational efficiencies. I have developed comprehensive flowcharts and playbooks that effectively break down intricate policies and procedures. Overall, I bring a wealth of expertise in remote customer success management, team leadership, and project management, enabling me to make a meaningful impact on business growth and customer satisfaction.

### Tech Stack:

Google Suite, Apple Suite, Microsoft Office, Salesforce Lightning, TalkDesk, LiveChat, LucidCharts, Slack, Thompson Research (CLEAR), Chrome River, 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 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 inbound phone and chat support.

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