

Nicolas Diaz

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Customer Success Specialist

Project Management | Customer Success | Workflow Supervision

Highly motivated advocate of reaching and exceeding all customer success goals through collaboration, proactivity, organization, relationship management—and adhering to a can-do/will-do work ethic. Proven success in several industries helping to retain existing clients, increase sales, improve the customer service experience, and solve problems.

SKILLS & COMPETENCIES

Client Advocate | Team Leadership | Root Cause Analysis | Documentation Review | Quality Assurance
Data Evaluation | Customer Relationship Management | Organization

PROFESSIONAL EXPERIENCE

Better.com | Customer Success Manager

2020-2022

- Sole point of contact for both potential & existing clients regarding all aspects of the mortgage process
- Fulfilled client requests with precision & urgency to ensure a flawless experience despite the ever-changing start-up environment
- Collaborated daily with sales, product, operations, & other strategic teams regarding accounts with delayed SLAs to safeguard high customer success rates
- Performed root-cause analysis on mortgage loan issues and ongoing challenges
- Reviewed and assessed all pertinent documentation to meet federal and state regulations
- Organized and hosted daily strategic planning sessions to discuss and evaluate goals and KPI metrics

Major Accomplishments: Effectively managed 40+ deadline-oriented projects simultaneously | Increased funding volume by 12% | Reduced cycle times by 24% | Increased team production by 58% | Increased lock-to-fund conversation rate by 7%

SnackCrate | Customer Success Specialist

2019-2020

- Developed new quality assurance process for internal sales teams
- Educated clients on both new & established products to ensure transparency
- Provided timely support to current clients through telephone, live chat, & email to ensure client retention
- Compiled and organized relevant financial data to help mitigate corporate disputes

Previous Experience Includes: Delinquency Counselor at Navy Federal Credit Union, Legal Assistant at Beroset & Keene Attorneys at Law.

EDUCATION

Bachelor of Science, Business Administration: University of Central Florida, Orlando, FL