

# Philip Dangerfield

Eagle Mountain, UT 84005

[philipdangerfield1@gmail.com](mailto:philipdangerfield1@gmail.com)

+1 801 995 3404

I am a results-driven problem solver with over a decade of experience in customer service and operations management. Through my work with a door-to-door company, I developed a deep understanding of what good customer service looks like and the impact it can have on business success. I am passionate about finding solutions to difficult challenges and using my expertise to help others succeed. I look forward to bringing my skills and enthusiasm to a new role and continuing to learn and grow with a dynamic team.

## Work Experience

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### **CRM Administrator**

Fluent Solar - Lindon, UT

February 2023 to Present

- Maintain and optimize the company's CRM (Podio) using JavaScript and PHP programming skills.
- Clean up workflows and ensure timely improvements to ensure teams' workspaces flow correctly.

### **Director of Operations**

Fluent Solar - Lindon, UT

September 2021 to February 2023

- Led initiative to bring installs in-house, resulting in increased efficiency and cost savings.
- Oversaw end-of-solar-process departments, including Inspections, Permission to Operate, Technical Support, and Field Service.
- Improved inspection timelines and scaled teams to double overall operations from 2021 to 2022.

### **Director of Technical Operations**

Fluent Home, LLC - Lehi, UT

February 2020 to September 2021

- Oversaw all technical operations, including Technical Support, Field Operations, Supply Chain, and Scheduling.
- Increased revenue from \$200k per year in 2019 to over \$500k in 2021 through process improvements.
- Assisted with the transition to a fully remote call center and transferring 50K customers to a new provider.
- Helped adjust the company's business plan from a sales engine to a service model.

### **Technical Support Manager**

Fluent Home, LLC - Lehi, UT

January 2017 to February 2020

- Improved remote ticket resolution from 30% to over 75%, oversaw team growth from 2 to over 30 agents.
- Managed technical support for a customer base of over 75K and oversaw the creation of an internal-facing and customer-facing support site.

## **Corporate Technical Trainer**

Fluent Home, LLC - Lehi, UT

November 2015 to January 2018

- Trained 50-75 field install technicians across the United States and Canada to install home security systems.
- Reduced service issues from over 7.5% to less than 5% on over 18K security installs in the first year.
- Discovered and tested new home security/automation equipment and provided recommendations to the company's COO.

## **Lead Technician**

Fluent Home, LLC - Draper, UT

February 2015 to November 2015

I was responsible for managing technicians around the state of OH while following multiple sales teams and ensuring that home security systems were getting installed properly and that customers were getting the best experience.

## **Lead Technician**

Eco Alarm - Orem, UT

November 2011 to February 2015

I was responsible for managing a group of 3-8 technicians in installing between 700 and 2000 home security systems during the summer months

## Education

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### **Full Stack Coding Boot Camp in Software Engineering**

University of Utah - Remote

February 2023 to Present

### **Some College in Civil Engineering**

University of Utah

## Skills

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- HTML5 (1 year)
- JavaScript (Less than 1 year)
- CSS (Less than 1 year)

## Languages

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- English - Native
- Spanish - Intermediate

## Links

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<https://github.com/pdangerfield>