

Miranda Johnson

Mid Level Customer Success Professional

Martinez, GA 30907

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#readytowork

Authorized to work in the US for any employer

Work Experience

CX Specialist, Sports Org

TeamSnap - Remote

March 2019 to April 2020

- Deliver exceptional and timely customer support through a high volume of live chats and emails, using multiple support systems and tools.
- Take ownership of customer issues and follow issues through to solve root problems.
- Provide detail on problems or bugs for the Product Development Team.
- Act as subject matter expert on a key line of business in an effort to improve support, train team members, and provide knowledge for other departments.
- Identifies ideas for being more efficient and more effective for customers.
- Partner with our Client Success and Sales organization to identify opportunities to cross- and up-sell.
- Share feedback, suggestions, and concerns from customers with the Leadership team.
- As KCS Publisher, responsible for crafting and editing internal/external documentation.
- Provided internal team building to build better report and functionality within department and cross functionally.
- Took over as SME for one of our largest customers and increased client engagement as well as product functionality.
- Provided in depth training on multiple product features internally.
- Tests newest features before they go live to customers.
- Maintain high level of Key Performance Indicators.

Remote - Customer Success Specialist

ShowMojo

February 2018 to March 2019

- Respond to and provide expert-level support for support desk inquiries using property management experience and knowledge of the platform.
- Served as Onboarding Specialist for new customers.
- Provided in depth training sessions for current customers
- Organized and served as a project manager for complex issues.

- Maintained all trade show materials and coordinated shipping.
- Provides ongoing peer support and training review for new hires.
- Involved in marketing feedback such as: review of newsletters and research of new trade show materials.
- Senior staff member responsible for operations during absence of Operations Manager.
- Served as Account Manager for higher level customers. Provided quarterly check ins and served as point of contact for their issues.
- In less than two months of employment moved from hourly trainee to salaried specialist.

Accounting Coordinator

Auben Realty - Augusta, GA

September 2015 to February 2018

- Assistant to Senior Accountant and Supervises Assistant Accounting Coordinator
- Responsible for all accounts payable for company and general bookkeeping.
- Responsible for billing current, old, and new clients. Maintains property management budgets.
- Responsible for all in office deposits, bank deposits and maintaining petty cash.
- Created and successfully implemented in house payment plans for delinquent clients.
- Assists Project Management in staying on time, on budget and client communication.
- Served as Account Manger for Project Management clients.
- Assisted in HR procedures (hiring, document collection, in office training, etc.)
- Successfully merged most accounts payable to online payments.
- Prepares financial reports for CEO and Senior Accountant.
- Responsible for accurately recording time for 1099 and W2 employees and paying all contractors.
- Responsible for assisting in creation/implementation of policy and procedures for Accounting department.
- Assists Director of Property Management with day to operations in regards to payments, ledgers, and supervising property managers.

Catering Coordinator

Sodexo - Savannah, GA

July 2010 to July 2015

- Managed day to day operations for Catering Office, including all communications and payment processing.
- Assisted clients in planning and executing events. Booked all incidentals for events (specialty linens, florals, china, decorations, etc.)
- Responsible for relaying event information to Catering Manager and Catering Executive Chef.
- Maintained professional relationships with all clients (on site and off site) in order to book and plan events.

- Responsible for accurately documenting all event information for Catering Team to execute event.
- Managed monthly catering budget for VIP University clients (President and Vice Presidents).
Accurately reported VIP monthly catering budget to University personal.
- Prepared all catering documents for daily, weekly, and monthly operations.
- Assisted Catering Manager in overseeing events and supervising banquet staff as needed.
- Trained staff and management on proper event booking procedures.
- Created and maintained all client contracts.
- Assisted Manager with all training travel arrangements.

Education

Bachelor of Science in Business Administration

Walden University

February 2019

Skills

- Customer Relationship Management (5 years)
- Invoicing (10+ years)
- Payroll (3 years)
- LMS (2 years)
- Knowledge Management (1 year)
- Customer Service (10+ years)
- Training & Development (4 years)
- Team Building (4 years)
- SaaS (2 years)
- Product Demos (5 years)
- Live Chat (4 years)
- Communication skills (10+ years)
- Event Planning
- Banquet Experience
- Business Development
- Project Management
- Onboarding (3 years)
- Property Management

Additional Information

- Volunteer work in local K-12 schools
- Peer Support Counselor
- Autism Awareness Advocate