

Zach Bouzan-Kaloustian

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SUMMARY

Operations and customer experience leader with eleven years of experience building international, customer-centric service organizations. A leader whose teams deliver support as a product through in-depth technical/account support, knowledge based content, and community strategies designed to empower the customer.

- **Cross-functional Collaboration:** Skilled in building relationships across organizations that lead to improved outcomes for customers and the company.
- **Leadership:** Set the vision and strategy for multiple teams within my organization.
- **Customer-centric:** Put the customer at the heart of my mission and fiercely advocate for their success.

EXPERIENCE

DigitalOcean (New York, NY)

January 2013-Present

DigitalOcean brings modern app development within technical and economic reach for developers around the world.

Director of Support

January 2013-Present

- Lead 24x7 teams (Technical Support, Account/Billing, Trust & Safety, and VIP support) that handle 20k+ support interactions and 200k+ abuse complaints monthly
- Achieve team engagement rate of 83%+ (+10% above the company average) that delivers 75% CSAT
- Responsible for the strategic and product development of DigitalOcean's new paid support offering
- Developed Salesforce relationship and lead migration to replace homegrown ticketing and CRM systems
- Scaled support from 8 to 50 people (remotely across the US and in Bangalore) to support hundreds of thousands of Monthly Active Accounts and developed DigitalOcean's Trust & Safety function from scratch
- Promoted and transferred 30+ team members from my department to more senior roles within the company through effective training and development programs
- Devised policy for internal incident management and external communications

Fab.com (New York, NY; Berlin, Germany)

October 2011-January 2013

Fab is an e-commerce design store where over ten million members shop to discover everyday design products

Senior Manager, International Customer Operations

August 2013-January 2013

- Oversaw product management for all of customer service's technology needs
- Spearheaded research, implementation and optimization of global technology solutions including: phone system (LiveOps), CRM (Desk.com) and time clock (AsureForce)
- Managed fraud team; resulting in savings of over \$1.1 million in 2013

Manager, International Customer Operations

February 2012-July 2013

- Managed international customer operations teams in NYC and Berlin of 88 agents and supervisors
- Established global best practices, increasing productivity by +100% and improving quality across a 30-person team in Berlin
- Drove significant year-over-year improvements of key business metrics during 2012 holiday season — average time to 1st email response from over 24 hours to under 4 hours, and call abandon rate to less than 2%
- Mapped out international customer payment issues in Germany, including direct debit, chargebacks, fraud, credit card declines, authorizations, and VAT invoicing leading to reduction in customer complaints
- Standardized system to recruit, onboard, and career-manage over 60 new agents — 92% retention rate in 2012

Crackerjack, Customer Operations Associate

October 2011-January 2012

- Early member of customer operations team; developed processes to quickly scale the team, leading to team growth of 700%
- Developed a reporting tool to identify shortages, late shipments, and on-time shipping performance

Foursquare (New York, NY)

December 2010-March 2011

Foursquare is a location-based mobile platform that makes cities easier to use and more interesting to explore

Business Development Intern

- Developed relationships with local/national merchants, agencies and brands to educate them about foursquare and implement the correct business solution(s) for their business or client

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OnProcess Technology (Ashland, MA)

September 2007-November 2010

OnProcess provides customer experience and asset retrieval services to industry leading companies.

Sales Associate, Medical Devices Vertical

January 2010-November 2010

- Achieved \$1.1 million in revenue, 175% of quota for January-November
- Prospected and created relationships with VP level medical device clients while growing existing relationships to contribute to Medical Devices Vertical growth of 65% year-over-year

Client Services Manager, Medical Devices Vertical

March 2008-December 2009

- Developed a novel client reporting solution which gained senior level support and upon company-wide adoption resulted in on-going savings of \$120,000 per year
- Collaborated with clients to implement ROI-based solutions resulting in yearly revenue increase of over 30%

Account Manager, Management Training Program

September 2007-February 2008

- Promoted within 3 months of hire to manage a team of 18 direct reports and subsequently oversaw the implementation of 6 Customer Experience Management programs for Comcast

EDUCATION

Babson College (Wellesley, MA)

May 2007

Bachelor of Science in Business Management

Honors: Cum Laude

Richmond College, Study Abroad (Florence, Italy)

Fall 2005

Studied: Photography, Italian Fashion, Italian Language, and Modern Italian Sociology