

ZACH BOUZAN-KALOUSTIAN

857-540-2187 ■ zacharybk@gmail.com ■ zacharybk.com ■ linkedin.com/in/zacharybk

SUMMARY

- **Early-Stage Operator:** I thrive in early stage companies, building teams, and creating processes. I've helped 3 startups achieve \$100m+ in revenue: Fab (\$115m), DigitalOcean (\$250m ARR), and Wild Alaskan (\$110m ARR)
- **Cross-functional Collaboration:** Skilled in building cross-functional relationships with Marketing, Eng, Product & Finance
- **Leadership:** Built and scaled international teams of up to 88 people and achieved outstanding employee engagement scores
- **Customer Obsessed:** I created cultures that put customers at the heart of our mission and fiercely advocate for their success

EXPERIENCE

Customer Experience Handbook - *Thought Leadership & Writing*

January 2020-Present

I created the CX Handbook to educate CX Professionals and Startup Execs on the best practices to setup and run customer-facing teams such as Customer Support and Customer Success. It was born out of my love of educating others and running teams at high-growth companies. Check out the handbook: customerexperiencehandbook.com

Wild Alaskan Company (Remote) - *VP, Customer Experience*

April 2020-April 2022

A DTC membership service that sells wild caught, Alaskan seafood. I helped the company scale from 30k members and \$20m ARR to 110k members and \$110m+ ARR. As part of the Leadership team, I led and participated in company policy development such as: employee benefits and handbook, OKR rollout, security and recruiting best practices and implementation.

Our CX team revamped training/onboarding to scale from 15 to 40 people across: Achievements: Phone (90% answer rate), Chat (<1 min response), and Email Support (3 hr response) on 30k monthly interactions. I built a CX leadership team, created staffing models, and oversaw 15 promotions. I established a Member Success team, responsible for Voice of Customer and tooling optimizations/implementations. We improved and implemented SaaS tooling using Intercom, Frame.ai, and Assembled.

DigitalOcean (NYC) - *Director, Customer Experience, Support & Success*

January 2014-September 2019

DigitalOcean (\$DOCN) is a developer-focused cloud infrastructure company. I joined as employee 35 and helped scale to 600+ employees, \$250m ARR. I built and led these 24x7 teams across the US & India: Customer Success, Technical Support, Account/Billing, Trust & Safety, Operations, and VIP Support. We supported 500k+ customers, partnering closely across the company with Engineering, Marketing, Community, Legal, and Product. I built career paths and promotions processes, architected a company-wide policy for incident management, created budgets, and built a voice of customer program.

Fab.com (NYC & Berlin) - *Sr. Manager, International Customer Operations*

October 2011-January 2014

Fab was an e-commerce store where 10m+ members discovered everyday design products. I helped build out global best practices across a number of areas such as: on-time shipping reports, international payment issues, fraud reports, quality and training improvements, and tech improvements. We lowered email response time from 24+ hours to <4 hours, and a call abandon rate < 2%. I managed international customer operations teams in NYC and Berlin of 88 agents and leads.

Foursquare (NYC) - *Business Development Intern*

December 2010-March 2011

As a biz dev intern, I 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.

OnProcess Technology (Ashland, MA) - *Management Training Program*

September 2007-November 2010

Rotations included: Account Management (Sept 2007-Feb 2008), Client Service Manager for Medical Device vertical (Mar 2008-Dec 2009) and Sales Associate in Medical Devices (Jan-Nov 2010). In my roles I led teams of 18 direct reports and oversaw the implementation of 6 CX programs for Comcast. Developed a novel client reporting solution for Philips Lifeline, resulting in on-going savings of \$120k per year. Achieved \$1.1 million in sales revenue, 175% of quota.

EDUCATION

Babson College (Wellesley, MA) Bachelor of Science in Business Management Honors: Cum Laude

May 2007

Study Abroad (Florence, Italy) Studied: photography, fashion and Italian language

Fall 2005