

NAME

LinkedIn URL | Phone Number | Email Address

EDUCATION

Master of Business Administration

May 2022

University of Connecticut, School of Business – Hartford, CT

Bachelor of Science in Psychology

June 2018

University of Arizona – Tucson, AZ

TECHNICAL SKILLS

Advanced: Microsoft Office, Salesforce, Jira, Google Analytics, Google

Proficient: Tableau, Adobe, Google Web Designer, Canva

RELATED WORK EXPERIENCE

Lumen – Remote | Digital Marketing Manager

January 2020 – Present

Customer Success Consultant

July 2022 - Present

- Strategically implement customer success plans utilizing standardized journey templates, effectively managing customer expectations, and ensuring preparedness for key milestones throughout the lifecycle (acquisition, utilization, payment, and renewal)
- Harness and oversee comprehensive customer metrics encompassing usage data, health indicators (disconnects, credits, orders, churn propensity scores, NPS), and renewal dates.
- Assess the current level of product and portal adoption maturity (depth and breadth) and proactively address roadblocks by leveraging digital marketing slicks, adoption articles, and other relevant templates
- Drive continuous improvement in customer adoption rates and optimize user experiences.
- Demonstrate a deep understanding of the Lumen portfolio offerings, enabling the recognition of potential expansion opportunities and employ effective questioning techniques to further qualify these opportunities in close collaboration with the sales team, driving revenue growth.
- Implement revenue management practices to ensure operational and financial alignment, driving accountability and optimizing revenue retention and growth
- Communicate, escalate, and develop robust mitigation plans in a cross-functional manner to proactively mitigate risks and ensure account stability
- Handle urgent customer concerns and escalate internally as necessary, driving effective resolution and implementing service improvement plans

Project Coordinator

January 2020 - June 2022

- Conducted comprehensive analysis of work plans and schedules, applying strategic insights to refine methodologies, procedures, and systems for efficient project tracking and reporting.
- Developed and updated detailed project progress and status reports, ensuring accurate documentation and timely dissemination of information.
- Assumed responsibility for overseeing the progress of assigning and tracking complex projects and processes, while adhering to budgetary and scheduling guidelines.
- Implemented robust project tracking mechanisms, diligently monitoring project issues and risks, documenting progress, and preparing comprehensive status reports encompassing metrics, summaries, and other relevant insights.
- Communicated critical project dates and coordinates with external and internal schedules to ensure seamless alignment with activity and workload requirements.
- Orchestrated the creation of work schedules and consistently maintains active work planning, leveraging tools such as gaunt charts and other relevant work tracking methods to drive operational efficiency.

Paychex – Phoenix, AZ | Client Service Representative

July 2018 – December 2019

- Demonstrated expertise in managing the inbound call queue, efficiently handling client calls to facilitate seamless payroll processing, accurate entry of payroll and tax information, and proficiently addressing client inquiries across multiple state.
- Acquired and consistently update comprehensive knowledge of the payroll processing system and stay abreast of wage and tax laws, cultivating a trusted and reliable relationship with clients
- Offered online support and troubleshooting services, effectively managing and resolving escalations to ensure a smooth user experience
- Enhanced the client experience by taking initiative in promptly resolving situations and emphasizing a one-call resolution approach, reflecting a commitment to delivering exceptional customer service.