

Tyler Fox, PMP., MS.

Customer Support Manager

Address Horsham, PA 19044

Phone (215) 264-6179

E-mail hello@tylerbfox.com

Customer Support Manager with a proven track record of leading and mentoring support teams to achieve exceptional customer satisfaction. Resolved over 95% of customer inquiries on the first contact. Demonstrated leadership in high-pressure situations as Incident Commander, managing high-priority support requests. Increased customer loyalty by 20% through relationship-building and proactive issue resolution. Skilled in project management with a background in customer success, implementation, and support across various industries.

Full Time Work History

2022-01 - Current

Manager, Customer Support & Team Lead

Urbint, New York, NY

- Leads and mentors a team of 3 Level 1 support engineers, ensuring the efficient resolution of customer inquiries and technical issues.
- Acts as the primary contact for 25+ customers, overseeing issue triaging, troubleshooting, and ensuring timely resolution to maintain high customer satisfaction.
- Spearheads customer support system migrations and deployments, including the successful transition from Zendesk to Salesforce Service Cloud and then to HappyFox, resulting in a 20% improvement in support efficiency.
- Evaluates and continuously improve support procedures, implementing enhancements that increase efficiency, customer satisfaction, and internal communication.
- Serves as Incident Commander for high-priority support requests (P0), reducing incident response time by 50% and ensuring critical issues are swiftly resolved.
- Utilizes SQL, DataDog, Jira, and Confluence for issue tracking and documentation, boosting team productivity by 15% through streamlined processes.
- Drives upsell opportunities, generating over \$250,000 in additional revenue by leveraging platforms like Zendesk, HappyFox, and Jira.
- Coordinates with internal teams to ensure clear communication and seamless implementation of support configuration changes, facilitating successful Go-Live transitions.
- Cultivates strong client relationships, ensuring alignment with support objectives and fostering long-term partnerships that contribute to overall business growth.

2021-02 - 2022-01

Senior Project Manager

Exelon, Philadelphia, PA

- Managed a portfolio of 20+ customers, improving satisfaction scores by 25%.
- Guided clients through the project lifecycle, achieving a 90% project success rate.
- Controlled budgets on projects ranging from \$2,000 to \$5,000,000, saving \$100,000 through vendor management.
- Produced monthly status reports, financial forecasts, and variance reports, reducing project risks by 30%.

2019-01 - 2021-02

Specialist, Customer Success & Implementation

Urbint, New York, NY

- Built and maintained strong client relationships by aligning project objectives with client needs, fostering long-term partnerships.
- Effectively communicated with stakeholders at all levels, both internally and externally, ensuring clarity on project goals and progress while maintaining a high level of professionalism.
- Managed and tracked customer support requests, achieving a 95% resolution rate within SLA.
- Coordinated between customer issues and internal teams, leading to a 20% improvement in project outcomes.
- Led & trained new customers during onboarding, leveraging various communication platforms.
- Ability to manage multiple projects to successful and timely conclusion, including measurement of milestones, alerting project participants to outliers and project status updates.
- Managed multiple projects simultaneously to successful and timely completion, with a focus on milestone tracking, proactive issue escalation, and comprehensive project status updates.

2017-12 - 2019-01

Manager, Customer Support

OpvanteK, Inc. (acquired by Urbint), Yardley, PA

- Executed all support-related activities with a relentless commitment to achieving outstanding customer satisfaction, increasing customer satisfaction scores by 20%.
- Took charge of resolving customer service challenges and assumed the role of Incident Commander for escalated urgent application issues, ensuring swift resolution and reducing incident response time by 50%.
- Skillfully managed customer escalations in strict accordance with OpvanteK's policies, upholding company standards and achieving a 90% resolution rate for escalated issues.
- Fostered and nurtured strong customer relationships, significantly enhancing overall customer satisfaction levels and loyalty.

2016-07 - 2017-12

Customer Support & Implementation Specialist

InfoMC, Conshohocken, PA

- Led the coordination and execution of on-site training sessions for the implementation of project planning on the company's web-based application.
- Exemplified excellence in customer service by promptly responding to, triaging, and efficiently managing a daily influx of over 20 customer requests.
- Skillfully nurtured and managed relationships with new clients, advisors, and directors, fostering strong connections and partnerships.

2015-01 - 2016-07

Business Analyst

STI Computer Services, Eagleville, PA

- Conducted web-based training sessions, achieving a 90% satisfaction rate.
- Formulated user stories and requirements, reducing development rework by 30%.
- Crafted comprehensive test plans, ensuring a 95% test pass rate.
- Generated high-quality requirement specifications (business requirement documents) to facilitate functional design development.

Skills

Proficient in SQL, DataDog Monitoring

Web & Digital Project Management, WordPress Management, WordPress Design & Hosting

Jira & Confluence, Monday.com

Zendesk, HappyFox, Salesforce

Project Management, Team Leadership, Team Mentor & Advisor, Customer Building Relationships, Time Management, Multi-tasking, Reporting & Analysis

Technical Support, L1 Support, L2 Support, Incident Commander

Volunteer

COO, Co-Founder, Rachel's Helping Hands Cancer Foundation

- Oversees all aspects of the website, including content, hosting, and domain, using WordPress as the platform.
- Guides board meetings, contributing innovative fundraising concepts.
- Pioneers fundraising campaigns, achieving annual donations exceeding \$25,000 through a successful 5K fundraising event.
- Orchestrated various fundraisers as an event coordinator, accumulating a cumulative total of over \$175,000 since the organization's inception.

- Demonstrates adept communication and coordination skills while liaising with vendors, external parties, and food/beverage services to ensure precise execution according to specifications.

Education

- 2019-07 - 2019-07** **PMI-Certified Project Management Professional (PMP): Project Management Professional (PMP)**
Certified By Project Management Institute (PMI) - Harrisburg, PA
- 2009-01 - 2015-06** **Master of Science: Information Systems**
Drexel University - Philadelphia, PA
- 2008-05** *West Chester University of Pennsylvania - West Chester, PA*