Sofia Alvarez

Customer Support Manager, SaaS
sofia.alvarez@example.com | (602) 555-0174 | Phoenix, AZ | Linkedin

SUMMARY

Customer support manager with 9 years in customer support, 7 in SaaS, leading teams of up to 18 agents across email, chat and phone. Raised CSAT from 86% to 94% while ticket volume grew 60%, and cut first response time from 9 hours to 45 minutes. Bilingual in English and Spanish.

CORE COMPETENCIES

SLA management, QA and coaching, Workforce planning, Escalation management, Knowledge base, Zendesk, Intercom, Salesforce Service Cloud, Jira, Looker, English (native), Spanish (native)

PROFESSIONAL EXPERIENCE

Tallgrass Commerce **Phoenix, AZ**
Customer Support Manager **Jan 2022 - Present**

- Lead 18 agents and 2 team leads supporting 25K merchants across email, chat and phone in English and Spanish.
- Raised CSAT from 86% to 94% while ticket volume grew 60%, through a QA scorecard and weekly coaching.
- Cut first response time from 9 hours to 45 minutes by adding chat routing and follow-the-sun shifts.
- Built a help center of 220 articles in Zendesk Guide that now deflects 31% of incoming contacts.

Mesa Cloud **Tempe, AZ**
Support Team Lead **Mar 2018 - Dec 2021**

- Led a team of 7 agents handling 4K tickets a month with a 92% SLA attainment rate.
- Created the escalation process with engineering, cutting average bug resolution time from 12 to 5 days.
- Hired and onboarded 11 agents, shortening ramp time from 6 to 3 weeks with a new training plan.
- Built the team's first Looker dashboard for backlog, SLA and CSAT, reviewed in weekly leadership meetings.

Saguaro Telecom **Phoenix, AZ**
Customer Support Specialist **Jun 2017 - Feb 2018**

- Resolved 60+ phone and chat contacts a day in English and Spanish at a 95% CSAT.
- Wrote 30 troubleshooting macros the team adopted, cutting average handle time by 90 seconds.
- Flagged a billing error pattern affecting 1,200 accounts, leading to a fix and proactive credits.
- Mentored 4 new specialists through their first month on the phone queue.

EDUCATION

Arizona State University **2013 – 2017**
B.A. Communication