



BRADEN CROSS

CUSTOMER SERVICE CONSULTANT

CONTACT

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Seattle, WA 

[LinkedIn](#) 

CAREER SUMMARY

Seasoned and successful people expert with 24+ years of driving customer satisfaction and employee mentorship. Eager to offer my expertise as a customer service consultant, where my metrics-driven methods to assessing customer needs will develop Feedsters for the national market.

EDUCATION

B.S.

Customer Service
Washington State
University

August 1990 - May 1994
Pullman, WA

SKILLS

Metrics-driven
Customer Service
Reporting
Empathetic
Analytical
Account Management
Verbal and Oral
Communication

WORK EXPERIENCE

Customer Service Executive

Pareto Law

November 2018 - current / Seattle, WA

- Collected, tracked, and reported standardized performance metrics for 100+ employees
- Established employee recognition program, rewarding the top 10% of employees with bonuses that incentivized a 15%-increase in productivity across the board
- Generated job descriptions posts, oversaw hiring, and training, resulting in the staffing of 7 new employees, 6 of which performed in the 3rd quartile in 2020
- Attended 2 annual seminars on conflict resolution and people management, resulting in 97% positive customer reviews
- Handled 3+ calls per shift from dissatisfied customers, maintaining a calm, respectful, and sympathetic demeanor

Customer Success Manager

Brightflag

July 2001 - November 2018 / Tacoma, WA

- Calculated ROIs, ensuring optimized product benefit and maintaining product ROIs of 40% or higher
- Collaborated with 4 department heads to craft job postings, resulting in 300+ qualified applicants
- Established mentorship role for new hires, helping 9 junior CS staff navigate customer relations and data analysis processes
- Operated between company staff and customer relations, boosting positive experiences, achieving 98% positive staff feedback, and 97% positive customer feedback
- Generated operations policies for CS team, improving efficiency and productivity standards by 25%

Foley

Customer Support Associate

April 1997 - July 2001 / Tacoma, WA

- Helped 25+ customers per shift to solve technical difficulties
- Achieved the highest standard of efficiency on the team, resolving customer difficulties within 7 minutes on average
- Identified and wrote 4 annual reports around operating errors
- Engaged with social media, improving Google Reviews by 10% by remedying issues and addressing complaints
- Created inquiry database with phone numbers, emails, and issues handled, following up with 100% of customers within 1 business day of technical issue to ensure resolution