BENJIRO KIKUMOTO

Customer Success Accountant

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LinkedIn

WORK EXPERIENCE

Customer Success Accountant

Zeal by Puzzl Group Inc.

2024 - current San Francisco, CA

- Led onboarding for 18 employer accounts, completing financial setup and reconciliation checks within 8.6 business days median.
- Mapped GL and payroll-related posting logic in Oracle, eliminating 27 recurring miscodes and cutting month-end adjustment volume by 41 entries.
- Resolved escalations in Zendesk with a 3.7-hour median first-response time and ***94.2% CSAT on finance-ticket workflows***.

Customer Success Associate

Kugelman Law

2022 - 2024 Corte Madera, CA

- Coordinated client onboarding and ongoing touchpoints for 63 active matters, keeping intake-to-first-action at 1.3 days average.
- Triaged billing and payment questions, reducing open invoice aging over 30 days from $48,214 to $29,608 through structured follow-ups.
- Documented repeatable client workflows and templates, ***cutting back-and-forth emails from 9.2 to 4.1 per onboarding***.

Customer Support Specialist

Instacart

2020 - 2021 San Francisco, CA

- Handled 42 customer tickets per shift with a 4.6/5 satisfaction score while maintaining policy-compliant resolutions.
- De-escalated refund/credit disputes by verifying order timelines and payment events, reducing repeat-contact rate to 12.8%.
- Maintained accurate case notes and handoffs, ***cutting supervisor escalations from 6.2 to 2.4 per week.***

EDUCATION

Bachelor of Arts
Accounting

University of San Francisco

2017 - 2021
San Francisco, CA

SKILLS

Accounting Software

- Zoho, Oracle, Power BI, Zendesk

Soft Skills

- Reconciliation-first onboarding, Executive-ready status updates

CERTIFICATIONS

- Certified Public Accountant (CPA)