

LOUIS D'AMBROSIO

LouisDambrosio1@gmail.com • (206) 886-8229

EXPERIENCE

Operations Specialist – Global Customer Care

SHUTTERSTOCK - New York, New York • 2019 - PRESENT

- Project manage processes onto our Salesforce instance; focusing on efficiency with our customer care department, centering on increasing first contact resolution, customer satisfaction, and Service Level Agreements
- Set new Service Level Agreements, reducing call abandon rate by 10%, and increasing 8 and 24 hours email handle rates by 10%
- Analyze gaps in existing workflows, processes, and procedures. Implement improvements to increase efficiencies for projects
- Administer and manage contact management software including implementation of IVR schemes, call routing optimization, real-time management, and monthly forecasting via Tableau and Salesforce reports
- Gather requirements to create well-defined user stories with clear acceptance criteria in support of new product initiatives and enhancements

Global Customer Care Advocate

SHUTTERSTOCK - New York, New York • 2018 - 2019

- Improved customer retention and helped monitor quantitative metrics to measure progress in reaching company goals
- Resolved ~ 415 cases via chats and emails weekly in English and French. Including supporting post-sales services like licensing, technical, and billing support
- Generated ~ 70 leads quarterly with 17% sales conversions to support sales team
- Collaborated with ops team to improve site experience and streamline customer issues

Marketing Assistant

NATURAL SOURCE INTERNATIONAL - New York, New York • 2016 - 2017

- Managed North America and Europe distribution lists for bi-weekly communications including promotional, tradeshow, and conference emails
- Wrote, translated, and proofread English and French content for all external communications including: company presentations, social media accounts, and blog
- Assist with tradeshows and conferences by managing internal and external stakeholders

Client Services Representative

BROWN PAPER TICKETS - Seattle, Washington & Edinburgh, Scotland • 2015 - 2016

- Assisted vendors in the creation and maintenance of ticketed events on the website
- Resolved 500+ unscripted chats and emails weekly in English and French, including processing orders, handling general inquiries, troubleshooting in-flight, and post-sales issues
- Scouted venues, advertised events, and handled sales with merchants interested in ticketed event

SKILLS

Analytics

Python
SQL
Data Visualization

Technical

Salesforce
JIRA
Genesys (PureCloud)

Other

Topbox

EDUCATION

MS, Analytics, Machine Learning

Harrisburg University of
Science and Technology

MBA, Marketing

Lindenwood University

Master's Degree, Applied Economics

Aix-Marseille University

Bachelor's Degree, Legal and Economic Administrations

Aix-Marseille University

LANGUAGES

French (native)
English (fluent)
Spanish (beginner)