

 361-779-9692

 liavgraham@gmail.com

 [www.linkedin.com/in/liavgraham/](https://www.linkedin.com/in/liavgraham/)

## SKILLS

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- Communication
- Empathy
- Relationship Building
- Problem Solving
- Resilient
- Collaboration
- Customer Service
- Adaptable
- SaaS Implementation
- Zendesk
- Hubspot
- Freshdesk

## EDUCATION

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**University of Texas at Austin**  
Full Stack Web Development  
Certificate  
2020

**Texas A&M University Kingsville**  
Bachelor of Science, Nutrition  
Summa Cum Laude, 2014

# LIA GRAHAM

## CUSTOMER SUCCESS MANAGER

### PROFESSIONAL EXPERIENCE

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Passionate professional with over 8 years of experience assisting start-ups to utilize customer feedback to hone relationships and customer satisfaction. I am dedicated to providing the best customer experience and ensuring quality processes are implemented and documented. I thrive on excellent communication, adaptability, and dependability.

### WORK EXPERIENCE

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#### **Prado | Director, Merchant Success**

**October 2021 - Present**

- Developed onboarding plan in order to quickly & effectively onboard new merchants onto SaaS platform.
- Implemented communication guidelines and help center for current and incoming merchants to better organize incoming feedback, requests, and questions.
- Interfaced with current merchants weekly in order to build relationships and procure key insights for product growth.
- Collaborated with the sales team as a subject matter expert.
- Worked closely with the product team to implement enhancements for both end-user and merchant portal features based on client needs.

#### **PreFix, Inc. | Associate Director of Customer Experience**

**August 2020 - October 2021**

- Cut initial response time from 12-24 hours to 1-2 hours by creating a more organized workflow.
- Reduced cancellation rate by providing key insight into customer service practices which increased efficiency and customer satisfaction.
- Provided training to customer-facing professionals on common issues or inquiries

#### **Snap Kitchen | Customer Care Manager**

**January 2019 - August 2020**

- Grew the customer service department from one to four agents in order to accommodate growing volume.
- Developed and implemented customer service policies and procedures
- Communicated upcoming changes to in-store staff in order to ensure excellent customer service in-stores.