

ABOUT ME

Experienced Sr. Service Delivery, Support Operations and Success Manager bringing more than 10 years of quality performance in customer support supervisory roles and client relationship management

CONTACT

@ sam@samr.io

Available upon request

www.samr.io

Austin, TX



EDUCATION



DEL RIO HIGH SCHOOL

Diploma

1999



UNIVERSITY OF OKLAHOMA

Attended 2010

SAM RIOJAS

SR. CX & SUPPORT MANAGER

EXPERIENCE

TRUSOURCE LABS

an Everise company

Director of Client Success, General Manager of Operations (12 accounts), Incubation Queue (IQ) Services

(2017-2019)

Built and maintained client satisfaction by driving corrective actions to improve any shortfalls in the clients' experience. Improved internal processes, tools, communication, and product feedback using the "Make It Better (MIB)" methodology for multiple start-up companies in various stages—from beta to production, and from Early Adoption (EA) to General Availability (GA). Lead a team of global managers and technical staff.

Sr. Service Delivery Manager (eero)

(2016-2017)

Designed and implemented eero support infrastructure, including email, phone, chat, social channels; and added quality, Customer Satisfaction analysis and training programs as a benefit service. Grew TSL's projected revenue with eero from \$1.1M annually to \$2.3M annually in 3 months. Worked closely with eero engineering team to improve product reliability and red

Sr. Support Manager (Dropbox)

(2015-2016)

Designed and implemented Dropbox's Business and Enterprise subscription live support infrastructure, including, phone, chat channels; and added quality, real-time management, triage, Customer Satisfaction analysis and training programs as a benefit service. Assisted the General Manager in growing TSL's projected revenue with Dropbox from \$500k annually to \$6M annually in 10 months.

Project Management and Implementation

(2016-2019)

Managed software implementations and consulting services, including building the use case, project plan, time management, workload balancing and risk analysis.

Previous Roles at Trusource Labs

Sr. Customer Support Manager (Nest) (2014-2015)

Sr. Program Manager (Dropcam) (2014)

BEHAVIORAL SKILLS

Possesses a high level of Business Acumen; demonstrated in Contact Center Service Delivery. Demonstrates Interpersonal Savvy and Emotional Intelligence (EQ); working with C-Suite Execs and Balances Stakeholders. Truly Owns It with success and opportunities alike.

TACTICAL SKILLS

CRMs: ServiceNow, Zendesk, Salesforce, GSX and GCRM. Project Management: JIRA, Confluence, Omni Suite, Trello, Smartsheet, Instagantt and Asana. Reporting: Apple Numbers and MS Excel, SQL, MQL, Macros, Google Suite, PowerAutomate, Wordpress, UJET, Team Collaboration, Implementation, On-boarding, Off-boarding, Vendor Management, Outsourcing, Workforce Management, Microsoft Teams, Slack

AWARDS

Company: Trusource Labs Quarterly Achiever Award (x3); Trusource Labs Quarterly Supervisor Award; Trusource Labs Founders Innovation Award.

Military: Air Force Longevity Service Award; Global War on Terrorism Expeditionary Medal; Armed Force Expeditionary Medal; Air Force Good Conduct Medal; Air Force Outstanding Unit Award; Air Force Achievement Medal; Defense Meritorious Service Medal; Defense Superior Service Medal; Defense Distinguished Service Medal.

PREVIOUS EXPERIENCE

APPLE, INC.

Technical Advisor (iOS, Mac, iTunes)

(2013-2014)

Actively participated in developing real-world support scenarios and positioning for use by AppleCare Training in "Hear to Help" training. Provided exceptional customer support to Apple device users and Apple Retail employees to resolve device technical, iTunes, and account security issues.

MOOD MEDIA

Social Media Consultant *(2013-2013)*

WALMART STORES, INC.

Assistant Store Manager, Entertainment Market Manager *(2010-2011)*

BEST BUY

Store Manager, Geek Squad Services Manager, Sales Supervisor, Geek Squad Agent Badge# 3321 providing Enterprise and Personal IT Hardware and Software Support Services. *(2004-2010)*

MILITARY EXPERIENCE

UNITED STATES AIR FORCE

72nd Security Forces Squadron, Tinker AFB, OK

Staff Sergeant, Non-Commissioned Officer-in-Charge

(1999-2004)

Led, managed, supervised, and performed protection duties, including the use of deadly force to protect personnel and resources. Provided armed responses to security incidents. Attained the rank of Staff Sergeant, and directly supervised five Airmen. Conducting scheduled and impromptu evaluations to assess work performance and knowledge of security procedures. Selected as Non-Commissioned Officer in Charge of Bicycle Patrol Operations led, managed, trained, and supervised a team of 12 bicycle patrol security personnel for Tinker AFB.

VOLUNTEER EXPERIENCE

FRIENDS OF THE SHELTER FOUNDATION

Director of Technology (2013-Present)

Newcastle, OK – Volunteer Remotely from Austin, TX

Manage Wordpress implementation, design, server maintenance, form automations, Google and Microsoft Administrator, manage vendor relationships, and perform various IT related strategy and decision making on behalf of the organization. www.shelterfriends.org