

Contact

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Top Skills

Customer Advocacy
Cross-functional Team Leadership
Collaborative Problem Solving

Certifications

Learning Microsoft Dynamics 365: The Basics
Migrating from Salesforce to Dynamics 365
Microsoft Dynamics 365: Advanced Techniques
Excel: PivotTables for Beginners

Justin Cochran

San Francisco, California
United States

Summary

Profile

www.linkedin.com/in/justin-cochran-028311138

Phone

5103883025

Email

justincochran@me.com

Education

California State University - East Bay

Experience

Workday

Customer Care Analyst

January 2021 - Present (5 months)

Intelliswift (www.linkedin.com/company/intelliswift) Contract

Lead internal and customer facing meetings to prepare clients for production success. Develop and deliver content over Zoom to various global stakeholders. Act as liaison between customers and internal teams, (Client Support, Legal, Customer Success.) Identify opportunities for process improvements making recommendations as appropriate. Analyze strategies to improve tools and promote customer self-sufficiency. Research, prioritize and escalate customer issues as needed. Own operational/administrative cases following through to resolution, (requests for information, new account set-up, tenant maintenance.) Manage inbound queue through CRM system resolving customer issues quickly and effectively. Manage written and oral customer communication. Advise customers on available services and resources within functional areas of HR or Human Capital Management. Define, document and maintain business processes, requirements, and policies. Work collaboratively across the organization and company to continue improving the way customers are served.

Google

Executive Support Analyst

July 2020 - December 2020 (6 months)

Artech (www.linkedin.com/company/artechllc) Contract

Work with POCs across Google to respond to and resolve high-visibility support issues coming from executives. Identify and triage issues for any product at Google. Communicate directly with executives and users to provide resolutions and document learnings. Summarize and visualize root-cause-analysis data and create compelling data storytelling narratives.

LinkedIn

Sales Technology Coordinator

January 2020 - June 2020 (6 months)

Synergis (www.linkedin.com/company/synergis) Contract

Help project manage migration from SDFC to Dynamics 365 across global sales teams. Be the subject matter expert in end-to-end sales process. Have detailed understanding of #support roles resulting in accelerated resolution of issues. Program manage issue resolution across all back-office teams. Take ownership of cases identified by sales teams until fully resolved.

Lyft

Operations Associate

January 2019 - December 2019 (1 year)

Randstad (www.linkedin.com/company/randstad) Contract

Identify operational issues and implement solutions in real time. Organize, analyze, and distill data to drive business decisions. Create, track, prioritize and escalate support for product bugs. Cross-functionally collaborate with internal and external stakeholders. Intermediate level SQL experience writing queries, exporting, visualizing and presenting key data points.

Twitter

Scaled Support Specialist

July 2018 - December 2018 (6 months)

Career Group (www.linkedin.com/company/career-group) Contract

Point of contact between all tiers of scaled account support. Leverage knowledge of Twitter's advertising products to help retain and grow accounts. Troubleshoot issues, identifying and implementing improvements. Execute, analyze, and optimize advertising programs, tools and dashboards. Help change the world through digital experiences.

Dropbox

HelloSign Customer Support

January 2018 - June 2018 (6 months)

Maven (www.linkedin.com/company/maven-recruiting-group) Contract

Respond to users by addressing issues quickly and efficiently. Explore requests until fully understanding what the issue is. Document and address points of friction. Advise on impact to customer base. Improve operational process to reduce inquiries. Increase customer happiness by exceeding service levels. Help power the future of intelligent business.

Instacart

Customer Service Manager

January 2016 - December 2017 (2 years)

Instacart (www.linkedin.com/company/instacart) Full-time

Onboard new in-store shoppers and provide continuous structured guidance. Be the go-to-resource for shopping process and store layout. Utilize resources to solve shopper, customer or retailer issues. Foster a collaborative, team-oriented work environment. Meet or exceed quality assurance metrics including speed, accuracy and customer satisfaction.

Education

California State University - East Bay

MS, Health Care Administration · (2017 - 2019)

California State University - East Bay

MPA, Public Administration · (2015 - 2017)

California State University - East Bay

BA, Political Science · (2011 - 2015)