

## Contact

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## Top Skills

Microsoft Office  
Salesforce  
Google Suite

## Certifications

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

# Justin Cochran

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San Francisco

## Summary

4+ years experience in technology, operations and customer advocacy. Passionate about how technology continues to change the way we live and work. Scrappy, empathetic, coachable. BA, MPA, MS.

Expertise in managing customer relationships, sales life cycles and scaling internal processes. Belief that synergy is best achieved through collaboration and simplification.

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## Experience

### LinkedIn

#### Sales Technology Rep

January 2020 - June 2020 (6 months)

#### Sales Productivity

Understand end-to-end processes across the sales cycle and have detailed understanding of roles and responsibilities of #cross-functional #support teams, resulting in accelerated resolution of issues. Take ownership and program manage issue resolution across all back-office teams, performing initial triage of issue identified by Sales and managing issue until it is fully resolved. Assess recurring issues to identify opportunities for improving the overall process #efficiency. Perform other ad-hoc analysis as assigned. Follow internal escalation paths across multiple tiers of scaled support. Assist with defining and implementing escalation processes for sales rep inquiries to the customer support representatives. Managing daily support, ensuring each sales rep is provided a response within 24 hours. Remain up to date on key workflow changes, operational guidelines, and policy updates. Ability to research past tickets and document new approvers/workflows as they change. Ability to document worked cases for future reference and share information with teammates. Work in a#dynamic environment and adapt to new business processes on a week-to-week basis#. Flexibility to transition into different support roles within the #team based on the needs of the business is required. Demonstrate the ability to go “above and beyond” in the support of our Sales

teams and customers. Help connect the world's professionals to make them more productive and successful.

## Lyft

### Ops Specialist

January 2019 - December 2019 (1 year)

#### Partnership Logistics

Identify operational issues and implement solutions. Organize, analyze, and distill data to drive business decisions. Creating, tracking, prioritizing and escalating support for product bugs. Cross-functionally collaborate with internal and external stakeholders. Help improve people's lives with the world's best transportation.

## Twitter

### CS Associate

July 2018 - December 2018 (6 months)

#### Scaled Customer Success

Troubleshoot issues, identifying and implementing improvements. Demonstrate Twitter's advertising products and develop effective campaigns. Leverage relationships and product knowledge to retain and grow accounts. Execute, analyze, and optimize advertising programs, tools and dashboards. Help change the world through digital experiences.

## Dropbox

### HelloSign CS Representative

January 2018 - June 2018 (6 months)

#### Product Operations

Respond to users and address issues quickly and efficiently. Explore requests until fully understanding what customer's issue is. Identify and document customer contact. Advise on impact to customer base. Improve operational processes to reduce customer inquiries. Increase customer happiness by meeting and exceeding service levels. Help power the future of intelligent business.

## Instacart

2 years

### Operations Coordinator

January 2017 - December 2017 (1 year)

#### Whole Foods

Onboard new shoppers and provide continuous structured guidance. Be the go-to-resource for shopping process and store layout. Utilize resources and solve any shopper, customer, or retailer issue. Build morale and foster a collaborative, team-oriented work environment. Help create a world where everyone has access to the food they love and more time to enjoy it together.

#### Team Leader

January 2016 - December 2016 (1 year)

Whole Foods

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## 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)