

Stacy Chatterton

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Manly Bands, Lindon, UT

2019 to 2023

Product Manager (Internal Promotion)

2021 to 2023

Appointed by the Product Director to oversee all launches of ring products from start to finish within the company, assist in managing key Brand Partnerships as they pertain to product, and manage ongoing assorting and product updates.

- Used customer research, data analysis, and team collaboration to determine future styles of rings to launch as well as the launching timeline.
- Built reports in Shopify and regularly pulled data to assist in key decision making for new product launches.
- Managed back-end product build and maintenance in Shopify.
- Managed launch timeline via Asana and ClickUp to ensure a smooth and efficient launch process.
- Tracked the success of launches using reporting methods.
- Assisted in launching two key lucrative and successful brand partnerships for the company- Jack Daniel's and The Lord of the Rings.
- Assorted products on our website to showcase best sellers and allow for a user-friendly experience.
- Approved and edited site copy, including product names, all product copy, FAQs, and other pages found on our site.
- Acted as the liaison between our team and other departments to ensure effective communication and swift implementation of feedback.
- Communicated roadmaps, priorities, product launches and decisions clearly across the company.
- Implemented and maintained meetings and documents to train all appropriate departments on product related information, applicable changes, and new material information.
- Assisted with onboarding and training multiple co-workers to ensure best practices and a smooth transition to their job duties.
- Onboarded new vendors and ensured all steps were taken for a smooth working relationship.
- Ordered samples from overseas and stateside vendors and gathered all necessary feedback for changes to ensure the product was a match for our brand and site.
- Sourced raw material for implementation into rings.
- Assisted in getting two new sources of revenue up and going- Manly Gifts and Bridesmaids Gifts.
- Built rapport and partnered with key decision makers/buyers.
- Managed drop ship, in house, and product collaboration opportunities.
- Assisted in launching, sourcing for, and later revamping our sister company, Rosie Ray.
- Assisted in sourcing rings for and setting up our two new retail locations to ensure showcasing our best sellers.

Customer Happiness Manager

2019 to 2021

Head of Customer Service and liaison between CS and all other departments, reporting to the President of Manly Bands. Own and oversee all day-to-day operations of email, chat, and phone customer interactions as well as handle all ongoing customer issues and escalations.

- Built in-house CS from the ground floor as well as maintained ongoing relationship with our overseas outsourced CS team.
- Built a comprehensive training manual for all processes, policies, and products with relevant CS information.
- Oversaw the entire process of moving email, chat, and phone systems to Gorgias as well as training all departments.
- Created scorecards for determining both individual contribution and department success in handling customer interactions.
- Oversaw entire application, interview, and hiring process step for each new team member.

- Handled all scheduling and time off requests to ensure proper staffing levels.
- Navigated multiple programs, including Shopify, to obtain, edit, and process information for customers.
- Conducted regular audits for chargebacks and handled all responses and necessary steps for resolution.
- Responded to all online and survey reviews to ensure the customer was satisfied and any situation appropriately rectified.
- Handled and resolved all escalated customer interactions.
- Acted as the liaison between our team and other departments to ensure effective communication and swift implementation of feedback.
- Compiled and used direct customer feedback to implement changes in products, policies, and processes to ensure a better customer experience.

EMI Health, Murray, UT 2018 to 2019

Tier 2 Provider Support (Internal Promotion) **2018 to 2019**

Tier 1 Provider Support **2018**

Responsible for all inbound inquiries and disputes involving healthcare benefits and billing for health insurance. Liaison between providers and customers and various internal departments to gather information for providers and customers, explain bills, and assist in settling disputes.

- Handled large volume of inbound calls from medical and dental providers.
- Provided accurate information pertaining to benefits, specific code coverage, and dental and medical benefit breakdowns.
- Explained pre-authorization process, waiting periods, and appeal procedures.
- Accessed large amounts of data to answer specific billing inquiries and issues.
- Interpreted and explained medical and dental claims and escalated inquiries and issues when necessary.
- Entrusted with confidential information and adhered to strict codes of conduct in handling of information.
- Set up follow up tasks with providers and customers to reach out to them with a resolution.
- Compiled all necessary documentation to fax or email to providers and customers so they understand EMI policies and procedures.
- As a Tier 2 Provider Support Rep, I assisted in training of new hires, side by sides, and taking customer calls in addition to provider calls.

Vivint, Orem, UT 2017 to 2018

Customer Care Representative

Responsible for all inbound inquiries and disputes involving Vivint Home Security solutions. Explain Vivint products and look for opportunities to upsell solutions for customers. Work with and escalate to other departments.

- Handled large volume of inbound calls from Vivint Home Security Customers.
- Assisted customers with any billing inquiries or disputes and escalated to the appropriate department when necessary.
- Fielded general inquiries about Vivint products and home solutions.
- Troubleshoot customer smart home devices, including alarm panels and sensors.
- Set up appointments for in home installation or troubleshooting and acted as the liaison between technicians and customers.
- Ensured security of customer confidential records and personal information.
- Provided swift and professional resolutions to urgent issues and escalated to the appropriate department when necessary.

ClearSource, Midvale, UT

2013 to 2017

Quality-Training Supervisor (Internal Promotion)

2016 to 2017

Oversee all metrics for a superior customer service experience by working directly with clients on expectations and standards and with the COO to ensure those expectations are consistently met.

- Managed a team of eight individuals and oversaw their associated tasks.
- Coached and developed team members for individual success and team operations.
- Implemented a feedback loop process to see customer complaints in a timely manner and ensure we took care of their issue fully.
- Built training materials to ensure all new hires had the most current policy and procedure information.
- Presented customer and employee feedback directly to clients.
- Ran weekly L-10 meetings and oversaw the implementation of any takeaways for improvement.

Quality Analyst (Internal Promotion)

2015 to 2016

Working directly with the COO, created an entirely new department that oversaw all quality analytics and metrics for various accounts. This included monitoring, coaching, and building out training materials to ensure the success of our agents.

- Handpicked to be part of a new team of Quality Analysts for the ZAGG and Traeger accounts.
- Monitored and assessed our agents on all customer interactions via chat, email, and phone.
- Responsible for the quality of all interactions both with customers and from our helpline team to agents.
- Invested personally in individual success through meaningful one on ones and side-by-side modeling to demonstrate creating an exceptional customer experience.
- Developed and implemented new quality assessment forms and helped build training platforms and train classes for the ZAGG and Traeger projects.

Customer Service Representative

2013 to 2015

In working directly with the ZAGG corporation, ensured that all metrics were met and high standards of the brand image were maintained through thorough assistance and care of all customer inquiries and concerns.

- Fielded all issues and questions pertaining to ZAGG and iFrogz products.
- Accurately explained the warranty policy and process and assisted over phone or email to complete the process for them if needed.
- Explained the installation of the InvisibleShields on mobile devices and tablets, keyboard usage, and the usage of any iFrogz electronic product.
- Promoted to work as an at home only agent answering emails and live chat for ZAGG and iFrogz, including resolving billing issues and inquiries and any customer disputes.

Alorica, Magna, UT

2013

Geek Squad Agent

Act as an agent of Best Buy's Geek Squad to offer protection plans and troubleshooting for customers who were previously signed up for Geek Squad tech support. Escalate to higher tiered agents when further assistance was required and offered the up sell of various protection plans when warranted.

- Assisted with basic troubleshooting of customer computers and explain how the varied fulfillment plans work provided through Best Buy, including protection plans and geek squad tech support.
- Updated confidential customer billing information.
- De-escalated upset clients efficiently and professionally.
- Recorded accurate and detailed notes allowing for transfer of the clients to agents who can assist with more extensive troubleshooting.

C3 Connect, SLC, UT

2012- 2013

Solavei Member Support Specialist

Responsible for all the steps of signing up for Solavei and any assistance thereafter to retain customers and up sell to potential customers. Work closely with site director to ensure all goals were being met for Solavei.

- Responsible for receiving a high volume of inbound Solavei member calls.
- Fielded all inquiries and explained how the Solavei membership worked, including compensation, the mobile network details, and provided tools and resources for the member's success in Solavei.
- Assisted with troubleshooting phones on the cellular network and resolved any issues such as escalations, cancellations, new enrollments, and activations.
- Effectively assisted customers in all these aspects while up selling and building rapport and trust with the brand.

Uinta Academy, Wellsville, UT

2011- 2012

Directly work with therapists, site directors, and other family teachers to provide a safe and secure environment for the girls to learn basic skills and thrive within their individual treatment plans.

Family Teacher

- Taught life skills to teenage girls at a residential treatment center.
 - Reinforced both negative and positive behaviors with teaching interactions while helping them learn to problem solve appropriate ways to cope with various aspects of their days and lives.
 - De-escalated tense situations that can happen within the center, including both emotional and physical.
 - Monitored all interactions with peers, phone calls with parents, and any activities within and outside of the center.
 - Transported to and from all activities outside of the center.
 - Assisted in the classroom with monitoring and tutoring of school subjects.
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EDUCATION

Weber State- Paralegal Certification Course | May 2013-Aug 2013

Utah State University- Bachelor of Science, Sociology | 2011

Brigham Young University- ID- Associates of Science, General Studies | 2010