



# Daniel Sarch

Customer Experience Expert

dsarch@gmail.com ✉

201-280-0062 📞

danscharch.com 🌐

www.linkedin.com/in/danielscharch

## WORK EXPERIENCE

### Shift Lead, Community The Yeomen, Client: Vimeo

09/2016 – Present Remote  
*The Yeomen are a team of professionals who build and staff custom support solutions for businesses.*

*Tasks*

- Lead a distributed, remote team of 10+ Community Service Associates in supporting and cultivating the Vimeo community
- Created a weekly metrics schedule to track and report individual and team-based performance for Yeomen agents

Contact: Jim Coe – jim@theyeomen.com

### Founder Left Coast Websites

09/2015 – Present Remote  
*A Squarespace design partner for launching personal blogs, shops, and portfolios.*

*Tasks*

- Grew a client list of 50+ from scratch using social media, referrals, and community outreach
- Created personalized, post-design tutorials for ownership hand-off

### Junior Manager, Customer Operations Squarespace

05/2014 – 09/2015 New York, NY

*Tasks*

- Supervised the growth and performance of ten Advisors
- Created Specialty Team Lead role for assisting and transitioning thousands of customers on the legacy platform, Squarespace 5.
- Built a system to decrease support ticket creation from 400 to 175 weekly and wait time from an average of 21 hours to 4
- Assisted in building Quality Control standards for Customer Operations emails
- Trained 30+ Advisors to the chat software, LivePerson
- Began at Squarespace, Customer Operations - 10/2012

### Recycling Coordinator 1-800-GOT-JUNK?

01/2011 – 06/2012 Secaucus, NJ

*Tasks/Achievements*

- Developed regional partnerships to expand recycling operation
- Maximized operation efficiency, navigating job sites and estimating durations

## EDUCATION

### Journalism and Media Studies Rutgers University

09/2004 – 05/2008 New Brunswick, NJ

## SKILLS & COMPETENCES

Customer service software  
● ● ● ● ●

Technical writing  
● ● ● ● ●

Written & Verbal Communication  
● ● ● ● ●

Process optimization  
● ● ● ● ●

## ACHIEVEMENTS

Brazilian Jiu-Jitsu Blue Belt

REI 10K Trail Run Finisher

## PERSONAL PROJECTS

Teach My Mom (01/2017 – Present)  
*The resource for teaching your adorable, well-meaning mother how to use Facebook properly through online, step-by-step tutorials.*

Explode into Space (09/2011 – Present)  
*My personal public journal, born out of a Steppenwolf lyric and a solo roadtrip across America.*

## SOFTWARE COMPETENCIES

ZenDesk/Desk  
● ● ● ● ●

Slack  
● ● ● ● ●

Confluence  
● ● ● ● ○

Trello  
● ● ● ● ○

## INTERESTS

- Communication
- Psychology
- MMA
- Podcasts
- Reading