

# KELLY DILLON

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Customer Success | Customer Experience (CX) | Retention & Service Operations

Spring Hill, FL | 352-734-1027 | kelly@stuffkellydoes.com | www.stuffkellydoes.com

## PROFESSIONAL SUMMARY:

Customer Success and CX professional experienced in high-volume support environments. Known for resolving complex escalations, improving customer retention, and turning detractors into loyal advocates. Skilled in SaaS tools, service operations, and cross-functional collaboration to improve customer satisfaction and reduce attrition.

## CORE SKILLS:

Customer Success, Customer Retention, Customer Experience (CX), Escalation Management, Customer Advocacy, Customer Psychology, Complaint Resolution, SaaS Support, Customer Journey Optimization, Data Analysis, Cross-Functional Collaboration

## TOOLS:

JIRA, Confluence, Genesys, FieldRoutes, Podium, Google Sheets, Microsoft Excel, Microsoft Teams, ChatGPT

## PROFESSIONAL EXPERIENCE:

**GREENIX PEST CONTROL** — Customer Loyalty Specialist / Sr. Branch Account Manager / Customer Engagement Specialist | 2021–Present

- Handled 100+ calls and 120+ emails daily while exceeding performance targets by 20% in a high-volume customer support environment.
- Resolved complex escalations including BBB complaints while restoring customer trust and protecting brand reputation.
- Identified root causes of dissatisfaction and delivered personalized resolutions that improved loyalty and retention.
- Served as liaison between field teams and CX leadership to improve service communication and outcomes.
- Analyzed customer feedback and service data to identify drivers of attrition and support policy improvements.

**SQUISHBRICK CAMPING PILLOWS** — Operations & Marketing Manager | 2021–2022

Managed production coordination, customer relations, and social media marketing to support product sales and brand visibility.

**HEALING ELEMENTS LLC** — Owner / Operator | 2012–2021

Operated organic agriculture and supplement business managing cultivation, sales, marketing, and customer relationships.

## EDUCATION & CERTIFICATIONS:

Boca Beauty Academy — Cosmetology Certificate

### Certifications:

HubSpot Digital Marketing  
HubSpot Digital Marketing Strategist  
Customer Experience Management  
Digital Customer Service  
AI Fundamentals  
SaaS Business Essentials