

Mikedaniel Ocasio

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SUMMARY

Technical Support Leader with over 10 years of experience in customer advocacy, utilizing data-driven insights and customer feedback to enhance service quality and ensure satisfaction. Proven ability in deploying technical solutions, providing user support, and developing KPIs that drive award-winning results. Recognized for building and leading teams that exceed business goals, with a strong record of strategic contributions to organizational objectives.

EXPERIENCE

Manager Technical Support | Phenom

January 2021 - Present, Ambler PA

- Defined Support policies and Steps of Service for the Support Team at Phenom, aligning efforts with the company's vision and improving Customer Service.
- Drove the analysis of KPIs and NPS scores, enhancing support efficiency through process optimization.
- Championed professional development within the team, offering coaching and team mentorship for continuous improvement.
- Collaborated closely with account managers to gather and act on customer feedback and support escalations, significantly reducing resolution times and improving Customer SLA's.
- Authored and presented weekly reports on client health related to support and adoption to executive leadership, driving strategic improvements.
- Played a pivotal role in team development, hiring key support staff, facilitating training sessions, and creating essential training materials.
- Developed and refined hiring questions and processes, improving the quality of new hires and team performance.
- Streamlined ticket system at Phenom, reducing resolution time by 20%, enhancing customer delight.
- Led a team of 50 Technical Support Engineers, fostering a culture of excellence and consumer focused customer service.

Manager Customer Technical Support | Linode

January 2018 - December 2021, Philadelphia, PA

- Managed and mentored team of 11 responsible for providing 24/7 product support to global clients.
- Coordinated day-to-day support operations, establishing the daily workflow for 70 IT specialists.
- Managed and resolved large daily ticket queues.
- Point of contact for customer and DevOps escalations, identifying and mitigating large incidents, including service outages, and minimizing downtime.
- Coached team based on Technical Support OKRs, focusing on "Customer Effort" and "Support Effort" to drive positive experiences.
- Built and implemented a new ticketing system utilizing JavaScript and ColdFusion.
- Designed a new phone support process.
- Revamped daily meeting process that enabled greater departmental awareness, ensuring alignment of goals and best triage practices.
- Developed and launched a streamlined feedback process, partnering with leadership to identify growth opportunities.
- Overhauled phone support process at, making it more efficient and customer-friendly.

Manager Technical Support | Apple

January 2012 - December 2018, Cherry Hill NJ

- Directed a team of over 80 Technical Support members, ensuring comprehensive customer support and empowering the team to deliver exceptional service.
- Responsible for scheduling team for maximum efficacy
- Instrumental in reducing customer wait times and improving support availability.
- Implemented strategies at Apple that increased support availability, significantly reducing client wait times.
- Achieved the highest NPS and employee satisfaction scores across the country at Apple, maintaining exceptional service standards.

TECHNICAL SKILLS

- * Platforms & Operating Systems: SaaS, Linux, macOS, Windows, Cloud Computing Environments.
- * Programming & Scripting: JavaScript, ColdFusion, HTML, CSS, Node.js, Shell Scripting.
- * Frameworks & Libraries: Bootstrap, jQuery.
- * Version Control & Collaboration Tools: Git, GitHub, Jira, Confluence, Slack, Trello.
- * Customer Relationship & Service Management, Ticketing Systems: Salesforce, ServiceNow, CRM Integration.
- * APIs & Networking: APIs, Basic Networking Principles, Network Troubleshooting, TCP/IP.
- * Productivity & Office Tools: Google Sheets, Docs, Slides, Microsoft Office Suite.
- * System Administration: User Account Management, Permissions & Security Settings.
- * Monitoring & Analytics Tools: Google Analytics, Looker, Tableau, System Performance Monitoring Tools.
- * Virtualization & Containerization: Docker, VMware, VirtualBox.

* Communication Protocols: HTTP, SSH.