

JULIAN MERCER

CUSTOMER SUPPORT SPECIALIST

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PROFESSIONAL SUMMARY

Customer Support Specialist with 6+ years resolving technical and account issues for high-volume SaaS products. Combines structured troubleshooting, calm customer communication, and knowledge management to improve first-contact resolution, satisfaction, and support efficiency.

PROFESSIONAL EXPERIENCE

Senior Customer Support Specialist Stripe, Remote

Jan 2023 - Present

- Resolved 1,100+ annual payment and API cases with 94% quality scores, maintaining a 4.8/5 customer satisfaction rating.
- Created diagnostic playbooks for webhook, authentication, and payout failures, increasing first-contact resolution from 62% to 78%.
- Partnered with Engineering on defect reproduction and escalation evidence, cutting median time to confirmed root cause 34%.
- Mentored six specialists through calibrated case reviews, improving team quality scores 9 points in two quarters.

Customer Support Specialist Intercom, Chicago, IL

Jun 2020 - Dec 2022

- Handled 55 weekly omnichannel conversations across configuration, integrations, billing, and user access while meeting a 92% SLA.
- Rewrote 46 help-center articles from search and ticket data, reducing repeat contacts for priority topics 23%.
- Built saved replies with decision trees and verification steps, shortening median handle time 18% without lowering quality.
- Tagged emerging issues and shared weekly trend reports, helping Product prioritize four high-volume usability fixes.
- Recovered 71 detractor interactions through ownership and follow-up, raising post-case satisfaction by 1.2 points.
- Audited escalation reasons monthly and removed two unnecessary handoffs, reducing customer transfers 16%.

Support Associate Squarespace, New York, NY

Aug 2018 - May 2020

- Guided customers through domain, commerce, and template issues across chat and email, consistently exceeding response-time targets.
- Documented browser and device reproduction steps that reduced unnecessary technical escalations 27%.
- Led weekly peer case clinics that improved consistency on refunds, identity checks, and account-recovery decisions.

CORE SKILLS

Ticket management | Technical troubleshooting | Customer communication | First-contact resolution | Escalation management | Knowledge bases | Zendesk | Intercom | Jira | API fundamentals | SLA management | CSAT | Root-cause analysis | Quality assurance

EDUCATION

B.A. in Communication, University of Minnesota, Minneapolis, MN

CERTIFICATIONS

Zendesk Support Administrator Expert | ITIL 4 Foundation