JULIAN MERCER

SUPPORT OPERATIONS MANAGER

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Support Operations Manager with 9+ years running workforce planning, support analytics, tooling, and quality programmes for global support teams. Keeps service levels steady as volume grows while lowering cost per contact and improving agent productivity.

PROFESSIONAL EXPERIENCE

Support Operations Manager
Atlassian, San Francisco, CA
Feb 2023 - Present

- Manage forecasting, scheduling, and reporting for a 140-agent global support team handling about 38,000 tickets a month across chat, email, and phone channels.
- Rebuilt the staffing model by channel and time zone, improving first response within target from 82% to 93% without added headcount.
- Configured Zendesk routing, macros, and triggers with engineering, shortening average resolution time by 19% across tiers and cutting manual reassignments.
- Created a support analytics suite in Looker and SQL covering backlog, reopen rate, and agent utilisation for weekly leadership reviews.
- Led two workforce analysts and a quality lead, setting goals and calibration sessions that raised QA scores by six points.
- Partnered with finance on quarterly vendor and tooling spend reviews, retiring two underused licenses worth about $60K a year.
- Reviewed weekly SLA and backlog trends with regional team leads, adjusting shift coverage before two predicted peak weeks.

Senior Support Operations Analyst
Asana, San Francisco, CA
Mar 2021 - Jan 2023

- Built the first capacity model for a 60-agent support team, aligning schedules to ticket volume and lifting first response within target from 79% to 88%.
- Automated weekly backlog and reopen-rate reporting in SQL, replacing a manual spreadsheet that took a full day to assemble, so team leads got the same figures every Monday morning.
- Rolled out new ticket routing rules and macros with the tooling team, shortening average time to first assignment by about 25% for priority customers.

Workforce Management Lead
Dropbox, San Francisco, CA
Apr 2019 - Feb 2021

- Produced quarterly and daily volume forecasts using historical trends and release calendars shared with product teams, holding forecast error under 6% for four straight quarters.
- Planned shift coverage and holidays for 70 agents across two vendors and three time zones, cutting overtime spend by about $190K a year.
- Monitored real-time adherence and queue health throughout the day, escalating volume spikes to team leads that helped avoid three potential service-level breaches.
- Negotiated vendor volume tiers and performance targets with outsourcing partners, lowering cost per contact by 9%.

Support Team Lead
Shopify, Ottawa, ON
Jun 2017 - Mar 2019

- Led a team of 12 agents on live chat and email, coaching weekly and sustaining 90% CSAT through two product launches and a peak holiday season.
- Documented escalation paths and knowledge base standards in a shared playbook for 40 agents, reducing handoff errors between tiers by roughly a quarter.
- Onboarded 15 new agents through a shadowing and quality checklist programme, reaching full productivity two weeks sooner than the previous cohort.

CORE SKILLS

Workforce planning | Support analytics | Demand forecasting | Staffing models | Queue and SLA management | Zendesk administration | Ticket routing | Looker | SQL | Quality assurance programmes | Vendor management | Knowledge management | Self-service deflection | Process improvement | Team leadership | Budget management

EDUCATION

B.B.A. in Operations Management, Arizona State University, Tempe, AZ

CERTIFICATIONS

HDI Support Center Manager | Lean Six Sigma Green Belt | Zendesk Support Administrator