

Esther Nix

Tulsa, Oklahoma

SUMMARY

Operations and Customer Success leader with 6+ years of experience building scalable processes, leading software implementations, managing cross-functional teams, and improving business operations in a fast-growing technology company. Experienced in project management, customer onboarding, executive partnership, process documentation, systems implementation, and operational strategy. Passionate about creating structure, improving workflows, and helping organizations scale through thoughtful operations and accountability.

EDUCATION

California State Polytechnic University, Pomona

Bachelor of Arts, Sociology

EXPERIENCE

Director of Customer Success & Operations

2020–Present

CloseHack

Remote

Lead customer success and operational initiatives for a growing real estate technology company by overseeing client onboarding, software implementation, team leadership, process improvement, and cross-functional project execution. Partner closely with executive leadership, product, development, sales, and support teams to build scalable systems, improve operational efficiency, and deliver a consistent client experience.

- Lead and mentor a team of eight customer success professionals supporting hundreds of active clients throughout onboarding, implementation, and long-term account management.
- Oversee complex website and CRM implementation projects from kickoff through launch, coordinating clients, developers, leadership, and vendors to keep projects on schedule.
- Designed and helped scale the company's onboarding process, transforming an email-based workflow into a structured operational system capable of supporting 60+ simultaneous onboarding projects.
- Worked closely with the development team to design and improve internal operational tools, onboarding workflows, project tracking systems, and customer success processes.
- Design and maintain SOPs, operational documentation, onboarding guides, training resources, and internal workflows that improve consistency and scalability.
- Serve as the primary escalation point for complex client issues while balancing customer satisfaction with company objectives.
- Partner with executive leadership on operational planning, strategic initiatives, product improvements, and cross-functional projects.
- Coordinate communication between leadership, sales, customer success, development, vendors, and clients to ensure priorities remain aligned.
- Manage billing questions, client records, contracts, confidential business information, and operational reporting with professionalism and discretion.
- Continuously identify process improvements and operational efficiencies that improve both internal workflows and the customer experience.

Executive & Operations Support

EOS Implementer

Provided executive and operational support within an EOS-driven business environment by helping leadership maintain accountability, organize priorities, coordinate meetings, and ensure commitments were completed.

- Managed executive calendars, scheduling, inbox organization, client communication, and meeting coordination.
- Drafted communications on behalf of leadership and adapted quickly to established communication styles.
- Tracked action items, follow-ups, and operational priorities to completion.

- Supported leadership with documentation, reporting, and ongoing operational initiatives.

Co-Founder & Operations

2024–Present

Vicious Pickleball Labs

Co-founded a community-focused pickleball company focused on delivering high-quality equipment at accessible prices while supporting local players and organizations.

- Manage day-to-day business operations including Shopify administration, customer service, inventory coordination, vendor management, marketing initiatives, and order fulfillment.
- Coordinate projects with manufacturers, vendors, and community partners.
- Develop operational processes, pricing strategies, and internal workflows that support business growth.
- Support live events, product launches, and community engagement initiatives.

Flight Attendant

2018–2020

American Airlines

- Delivered exceptional customer service while managing changing priorities in a fast-paced environment.
- Maintained professionalism, adaptability, and clear communication under pressure.

TECHNICAL SKILLS

Operations Management

Project Management

Customer Success

Software Implementations

Website Launches

Process Improvement

SOP Development

Executive Support

Team Leadership

CRM Administration

Vendor Management

Client Onboarding

Documentation

Workflow Design

Google Workspace

Microsoft Office

Excel

Google Sheets

Airtable

Shopify

QuickBooks

Braintree

WordPress

Zendesk

Trello

Asana

Monday.com

Linear

Slack

Zapier

ChatGPT

AI Productivity Tools

HIGHLIGHTS

- 6+ years leading customer success and operational initiatives - Built scalable onboarding systems supporting 60+ simultaneous implementations - Managed hundreds of website and CRM implementation projects - Led and mentored a team of eight customer success professionals - Extensive experience partnering with executive leadership and cross-functional teams - Strong background in operations, systems implementation, documentation, and process improvement - Comfortable managing confidential business, client, and financial information