



ESTHER NIX

Client Success & Administrative Expert

Highly motivated and adaptable professional with a proven track record in client relations, executive administration, and startup environments. Seeking an Executive Assistant position to utilize my skills in providing exceptional support, managing projects, and contributing to the success of the organization. Eager to learn, grow, and take on new challenges. Especially interested in working within another startup or small business environment.

CONTACT

- ✉ esther@nixtheworld.com
- ☎ 909-762-6563
- 📍 Lake Elsinore, CA

EXPERTISE

- Website Management
- Training Resources
- Customer Relations
- Social Media Marketing
- Zapier Automations
- Trello
- Zendesk
- Gsuite

REFERENCES

Available upon request

WORK EXPERIENCE

CUSTOMER SUCCESS DIRECTOR 2020 - Current CloseHack, LLC

- Significantly reduced revenue churn from 20% to 2% over a 12-month period.
- Developed and managed end-to-end customer onboarding experience, ensuring high satisfaction rates.
- Proposed, created, implemented, and managed projects, contributing to the growth of the real estate technology platform.
- Resolved customer escalations by engaging directly with clients, ensuring prompt issue resolution.
- Communicated job expectations, trained staff, and fostered team building and discipline.
- Identified and solved problems to enhance management and business direction.
- Cultivated impactful customer relationships and drove business development through product knowledge.
- Played multiple roles within the startup, including planning the hiring process, guiding platform development, onboarding customers, managing payments and legal documents, and training team members.

FLIGHT ATTENDANT 2018 - 2020 American Airlines

- Provided excellent customer service and addressed guest's needs, ensuring a positive experience.
- Demonstrated and explained safety protocols and procedures to ensure passenger safety.
- Regularly attended safety, CPR and AED, equipment, and conflict resolution training.
- Collaborated with diverse team members and customers, adapting to different backgrounds and cultures.

EDUCATION

CAL POLY POMONA - POMONA, CA 2016 Bachelor of Arts in Sociology

- Honors: Magna cum laude