



FRANCESCA DALEMBERT

Seasoned Product Manager | Customer Service Champion | Innovative Problem Solver

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 [LinkedIn Profile](#)

CORE COMPETENCIES

- Onsite & Remote Technical Support
- Product Development
- Customer Satisfaction & Retention
- Process Improvement
- Technical Troubleshooting
- Bug Detection and Reporting
- Ticket Management
- IT Infrastructure & Standardization
- Incident Management
- Complaint Resolution
- Phone Etiquette
- Cross-functional Collaboration
- Project Management
- Technical Training
- Technical & User Documentation

EDUCATION HISTORY

General Assembly
Web Development, 2015 - 2015

University of Massachusetts Lowell
Bachelors, Criminal Justice/Homeland Security, 2012 - 2015

PERSONAL SKILLS

- Effective Listening
- Decision Making
- Emotional Intelligence
- Teamwork
- Adaptability
- Problem Solving
- Overcoming Objections
- Creativity
- Analytical
- Multitasking
- Interpersonal Skills
- Strategic Thinking
- Growth Mindset

PROFESSIONAL PROFILE

A dynamic and seasoned product support representative with over 6 years of experience in the IT field, excelling in delivering exceptional technical support across diverse customer-facing roles. Passionate about leading the design, development, and launch of innovative products. Proven track record of leveraging technical expertise and customer-centric approach to resolve complex issues and drive customer satisfaction. Skilled in collaborating with cross-functional teams to identify opportunities for product improvement and optimization.

WORK EXPERIENCE & KEY ACHIEVEMENTS

Product Support Representative DROPBOX

Aug. 2020 - Present

- Consistently exceeded quarterly goals and delivered exceptional service by engaging closely with customers through various channels, including chat, email, and phone queues.
- Reduced disputes, refunds, and credits by engaging with the product team to rectify issues with invoice labeling, ensuring that DocSend charges were clearly marked as coming from Dropbox.
- Accelerated account deletion processes by meticulously managing deletion requests and successfully processing 250–350 deletions per quarter.
- Raised user visibility and accessibility by creating a data collection dashboard and a Help Center article detailing the deletion request process.
- Streamlined operations and improved the agent experience by simplifying the account deletion process and developing a user-friendly deletion submission form.
- Enhanced workflow efficiency by co-leading a macro overhaul project, overseeing updates and edits to over 100 macros across multiple CRM platforms.
- Contributed to the Help Center Overhaul by writing and editing over 40 articles, enhancing the user experience and accessibility to support resources.
- Expedited resolution and minimized downtime for users by single-handedly triaging 5+ critical bugs as the initial East Coast agent.
- Acted as the on-call subject matter expert for EMEA contract agents and new East Coast hires, providing guidance and support for escalated queries and complex issues.
- Refined the knowledge base by improving, updating, and creating new articles and macros for the help center, including topics such as Stripe Dispute, Account Deletions, and DMA Unlinking.

Senior Technical Support Specialist RECRUITICS

Mar. 2019 - Jun. 2020

- Achieved seamless and timely support delivery for multiple teams including customer success, account management, and strategists.
- Optimized internal knowledge sharing by developing a comprehensive knowledge center for documenting technical support processes.
- Boosted internal communication and collaboration by creating and updating over 50 articles and standard operating procedures documents.
- Headed cross-departmental documentation projects to improve communication and alignment between teams.
- Significantly improved client satisfaction and retention by proactively monitoring and resolving issues related to feed imports and JavaScript events.
- Strengthened client relationships and technical understanding by leading client calls, effectively articulating Recruitics' technical capabilities and limitations to targeted audiences.

White Glove Support Representative YEXT

Feb. 2018 - Mar. 2019

- Began as a client support specialist, supporting Small Businesses and enterprise accounts by addressing tier-1 level questions from diverse clients.
- Promoted to lead the white glove Farmers Support team, and later the Morgan Stanley team, to develop a specialized support system exclusively for advisors.
- Built a specialized support system from the ground up, including creating new hire onboarding curriculum and implementing several operating processes.