

Amber Banks

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SUMMARY

Customer Success Program Manager & Agile Delivery Leader with 6+ years of experience building scalable customer support infrastructure and operational excellence programs. Proven track record developing customer success strategies from zero to launch in high-growth, ambiguous environments. Deep expertise in AI-powered support systems, cross-functional program delivery, and data-driven customer growth initiatives. Skilled at translating Voice of Customer insights into actionable roadmap priorities while maintaining operational KPIs and driving measurable business outcomes.

CORE COMPETENCIES

- Customer Success Program Development & Scalable Infrastructure Building
- AI/ML-Powered Support Systems & Operational Automation
- Cross-Functional Stakeholder Alignment & Agile Program Management
- Voice of Customer (VOC) Data Analysis & Product Roadmap Influence
- Operational Excellence Metrics, SLA Management & CSAT Optimization

PROFESSIONAL EXPERIENCE

Private Contractor, Remote — *CRM Implementation Architect*

APRIL 2024 - DECEMBER 2025

Built customer success infrastructure from ground zero for a fast-scaling business funding firm, designing and launching a comprehensive Salesforce-based customer support ecosystem.

- Developed scalable processes and SOPs including instant chat enablement, smart lead-to-sales workflows, auto-assignment routing, and automated multi-channel communications (email/SMS).
- Created custom performance dashboards tracking conversion rates, resolution times, and retention metrics—establishing operational excellence baseline for customer growth monitoring.
- Delivered comprehensive process documentation, cross-team training programs, and onboarding materials ensuring smooth adoption and long-term scalability.
- Integrated Slack and email workflows for seamless internal handoffs, reducing resolution delays and driving cross-departmental accountability.

KForce/HP Inc, Remote — *Product Lead, Customer Support*

MAY 2023 - MAY 2025

Led customer success operations for HP Dev One launch (Linux-based PC achieving \$5M+ sales), building AI-powered support platform and operational excellence programs in partnership with Concentrix and Freshdesk.

- Designed and deployed custom ticketing system fully independent of legacy support structure, creating asynchronous digital-first experience for tech-savvy customer segment.
- Built and trained AI engine for intelligent auto-triage, department routing by urgency, automated response generation (sub-1-hour initial response time), and warehouse coordination for returns/replacements.
- Co-led development and testing of generative AI models tailored to customer service workflows, streamlining intent recognition, case routing, and predictive issue resolution.
- Achieved 24-hour resolution SLAs for replacement requests while maintaining strong CSAT scores, reducing churn risk during critical first-generation hardware deployment.

- Implemented real-time monitoring and performance analytics driving measurable operational efficiency improvements and ongoing support process optimization.

KForce/HP Inc, Remote — *Agile Project Manager/Scrum Master*

FEbruary 2024 - DECEMBER 2024

- Served as Agile Project Manager (Scrum) for development and rollout of 'One Touch Support' button on the HP Dragonfly G4 (released July 2024) delivering 24/7 instant access to live technical agents with remote diagnostics capabilities.
- Coordinated cross-functional sprints across development, support, product, and QA teams ensuring continuous integration and MVP delivery within scope and timeline.
- Drove adoption of agile best practices including sprint planning, backlog grooming, and stakeholder alignment ensuring efficient velocity and transparent progress tracking.
- Created data-driven performance tracking and CSAT improvement plans optimizing response times, reducing escalations, and elevating overall customer experience.

Worldwide Rapid Logistics, Dallas, TX — *Customer Success Manager*

NOVEMBER 2017 - JULY 2021

- Led B2B customer lifecycle management for Warehousing & Distribution clients, maintaining 97%+ SLA adherence and exceeding annual support targets.
- Drove 35% average client account value growth through strategic engagement, regular planning sessions, and targeted expansion initiatives.
- Gathered and relayed structured Voice of Customer feedback to product development, directly influencing quarterly roadmap priorities and core logistics offering enhancements.
- Secured 7+ new clients per quarter through consultative selling and personalized product demonstrations for industrial and commercial buyers.
- Managed cross-functional team of 14 (4 CSMs, 10 Account Managers), conducting performance reviews and optimizing service workflows for operational excellence.

EDUCATION & CERTIFICATIONS

University of the People, Remote — Bachelor of Science, Computer Science (Expected 2028)

Certified ScrumMaster (CSM) — January 2026

Certified Scrum Product Owner (CSPO) — January 2026

Lean Six Sigma Yellow Belt

Currently Pursuing (2026):

Amazon Junior Software Developer & IBM GenAI Engineering Professional Certificates

TECHNICAL SKILLS

Platforms: Salesforce, Freshdesk, Concentrix, JIRA, Confluence, Slack, Microsoft Office Suite, Monday, Trello, Miro, ClickUp, Asana

Technologies: AI/ML Integration, Cloud Technologies (SQL, Azure, AWS), DevOps Fundamentals, Automation Workflows

Methodologies: Agile (Scrum), Waterfall, Lean Six Sigma, Operational Excellence Frameworks, Voice of Customer Programs

References available upon request.