

Douglas A. Sorge

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Summary: Special needs father and Technical Support Engineer proficient in providing plain English assistance to customers. 9+ years of experience building relationships with customers. Seeking to leverage my interpersonal, technical, problem-solving, leadership, and outside-the-box thinking skills in an Assistant Project Manager, TAM or CSM position.

Experience:

Tier 2 Technical Support CX Engineer- Elementor (WordPress' #1 Website Builder)

Mar 2022 – Current

- Investigate and Implement solutions for a wide range of WordPress/E-Commerce/Design/Hosting dilemmas.
- Use error logs, developer console and stack traces to hunt down conflicts and bugs.
- Strong focus on educating customers. “Teach a man to fish” mentality.
- Suggested and implemented new metrics for tracking customers within the refund window. This resulted in process changes along with targeted CSAT and Churn monitoring.
- Partnered with the Training team. Assisted with agent training materials, process change and new company acquisition documentation.
- Defined and designed a company-wide CSAT dashboard in Tableau to monitor CX performance across critical customer segmentations. This helped increase CSAT engagement to >30% and overall rating to >4.5
- Involved in various other projects and product evaluations.

Department Lead - Home Depot

Oct 2020 - April 2021

- Controlled Hardware Department for presentation, safety, shrink, and stock levels.
- Shared knowledge of products / held impromptu How-To presentations for customers to help complete projects.
- Communicative and experienced team leader.

Operations Analyst - ETRADE Financial

April 2018- 2019

- Built Excel sheets for the Correspondence department that tracked existing metrics and implemented new month-over-month volume and productivity changes.
- Led weekly meetings to address project progress and staff success/concerns.
- Collaborated with other departments to gather information for use in customer correspondence.

Manager - Sal and Lloyd's Pasta and Pizza

Oct. 2012 to 2019

- Responsible for managing the restaurant's inventory and confirming large orders with vendors.
- Worked with clients to create menus, timetables, and prices for catering events

- Managed team ensuring all operations ran efficiently and food was up to quality standards.
- Ensured the Restaurant was adhering to NYC food regulations.

Skills: Customer Success, Project Management Principles, Creative Solutions, Leadership Experience, CRM, Growth-Mindset, Straight Talk / Plain Speech Communication Specialist

- Woz-U: .Net C# Full Stack Application Development Program
- NuCamp: Front-End Development with React