

Ryan Davis

Customer Success Specialist

San Francisco, CA
ryankdavis6@gmail.com

858.449.9978
www.linkedin.com/in/ryankdavis6/

Motivated professional with several years of experience working with forward-thinking music and events technologies in the Bay Area. Highly empathetic with a natural drive for predicting and solving customer problems. Known as a strong analytical thinker who addresses issues in a calm and positive manner.

Areas of Expertise

User Advocacy | Customer Service | Problem Solving & Resolution | Quality Assurance
Stakeholder Management | Data Integration | Visual Design | Budgeting

Professional Experience

Customer Success Lead

[Up All Night](#), San Francisco 2017 - Present
ENIAC Ventures, Kaskade (Grammy-nominated musician) funded. 500 Startups Batch 18. Up All Night is a marketplace for event creators and a subscription service that allows members to choose from high profile and exclusive experiences.

- Managed relationships with 100+ premier venues and promoters in SF and LA, acting as a trusted advisor who helped ensure sales and attendance goals were met
- Responsible for over 20% reduction in monthly events spending via trimming low-value partnerships and shifting focus to key relationships
- Acquired high-value event content through phone and email pitches, highlighting Up All Night's suite of event ticketing, promotion, and management tools
- Developed a weekly KPI reporting structure to inform product decisions and make recommendations to executive team for preventing churn
- Trained and managed customer service representatives

Customer Experience Associate

[Up All Night](#), San Francisco 2015 - 2017

- Primary responder for inbound inquiries across help desk, SMS, social channels
- Provided administrative support, app testing, website testing, and an assurance that the front-facing UX was accurate and fully functional
- Identified and published priority event content to be offered to Up All Night's monthly subscribers

Content Operations Assistant

[Pulselocker](#), San Francisco 2016 - 2017
Acquired by Beatport in 2018. Pulselocker was a music subscription service that allowed DJs to stream music from a library, play tracks offline, and download music.

- Generated an array of robust weekly reports for Relationships & Growth Managers, as well as the Head of Music
- Processed communications from Pulselocker providers to identify their priority releases

Education

Bachelor of Science (BS), Marketing
[San Francisco State University](#)

Class of 2015