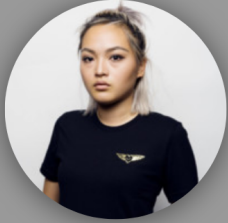


YULIN KUO

THISISYULIN.COM



CONTACT INFORMATION

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LINKEDIN

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MANAGEMENT SKILLS

Customer Service
Management
Operations Management
Sales & Pipelines
Management
Project Management
Program Management
Business Process
Development
Human Resources Planning
Customer Service
Management
Global Expansion Projects
Infrastructure Management
Offshoring Operations
Business Process Analysis
Data Analysis
Business Development
Account Management

TECHNOLOGY SKILLS

QUIP, Asana, Clubhouse
Zendesk / Freshdesk
Excel & Google Sheets
Data Visualization
Salesforce
Data analysis

Experienced operations manager with 7+ years experience in operations, customer service and sales management in industries ranging from AI/Machine Learning to telecommunications.

EXPERIENCE

Scale AI, Supply and Growth Operations Coordinator (12/2017-Present)

- Managed the quality assurance teams for 5 month period-- planned and augmented Scale's quality processes.
- Provided daily operations management and activity oversight for workforce training and quality operations.
- Grew Scale's internal workforce to 500 from 10 in 2 months--implementing various growth strategies. Managed the procurement of multiple BPO vendors and grew Scale's workforce to 10,000 workers.
- Managed workforce training programs to help Scale grow its worker supply and competency. The program included projects to build online courses and physical bootcamp infrastructure.
- Conceptualized, planned and managed Scale's pilot project program to onboard customers. This program enabled Scale's sales team to close its 5 largest deals in 2018 and first five multi-million dollar contracts.
- Engineered new funnels and work processes to track and manage work flows across all levels of the organization. Tracked and managed workers' quality and closed feedback loops between Scale's workforce and management.
- Managed and planned businesses processes related to Scale's worker payments system and platform. Conceptualized payouts and bonus structure for P2P staff, trainers and remote specialized staff derived of online users and hired agents.

Up All Night Worldwide, Customer Experience Specialist (09/2016-11/2017)

- Assisted in re-designing the customer experience by collecting requirements from customers and other stakeholders and translating those into new experiences.
- Maintained and fostered relationship with partners, venues and customers. Managed key accounts and managing key accounts and relationships.
- Implemented customer service metrics tracking. Used these to manage key customer satisfaction metrics and KPIs -- decreasing first response time from 60 hours to within 12 hours.
- Managed customer service, ensuring responsiveness to inbound customer inquiries about events, ticketing, and general concierge service.

Skyroam, Inc., Customer Success Manager (05/2015-06/2016)

- Managed B2B support for 20 international, enterprise accounts (LinkedIn, Uber, Lufthansa, Sky TV UK). Maintained a zero customer churn rate and successfully brokered key deals-- doubling sizes of multiple contracts. Managed inbound sales pipeline: closed dozens of enterprise account deals..
- Trained, hired and managed a full team of direct reports. Managed a team of 20 internal full-time staff in the United States and China. Helped set the team strategy and daily work focus and cadence.
- Established a support channel to gather customer feedback from email campaigns.
- Analyzed feedback for trends to provide to upper management, resulting in cross functional initiatives to improve end user experience.
- Provided end-to-end management of Skyroam's supply chain--providing demand and inventory forecasts to manufacturing. Provided demand and inventory forecasts to business and manufacturing teams to ensure appropriate inventory and order levels

Lumos Labs (Lumosity), Customer Service Representative (12/2014-02/2015)

- Performed functional and feature testing across various desktop and mobile platforms: Triaged issues, reproduced bugs, and produced defect reports for the engineering team.
- Averaged 96% customer satisfaction score based on customer feedback, exceeding company average of 85%.
- Developed new and updated existing autoresponders, resulting in a shorter communication time to each customer-education related support tickets.
- During high volume due to holidays, regularly responded to over 500 tier 1 support tickets weekly.

EDUCATION

Ming Chuan University (Taipei, Taiwan)

Bachelor of Arts (B.A.) Journalism and Mass Communications

Focused on public relations, communications, media relations, and consumer behavior.