

Patricia Hester

Product Support Professional

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Bellingham, WA, US

Product support specialist with 4 years of experience specializing in SaaS user support and 2 years of experience in Product Support Team leadership. Excels at developing in depth product knowledge to provide customer-centric product and technical support. Former educator and analytical problem solver with a demonstrated ability to multitask, pay attention to detail, and develop customer-centric solutions.

Work Experience

Product Support Consultant

Sep 2024 - Present

Membean - EdTech, SaaS

- Mentored two product support specialists, helping to improve the customer experience and customer satisfaction by decreasing time to resolution by 20%.
- Authored a white paper on the importance of vocabulary, increasing pilots and purchases in the MENA market.
- Researched, designed, and created 100 pages of content for a potential new product, meeting a 3 month deadline and demonstrating skills in writing, organization, and time management.

Product Support Team Manager

Aug 2023 - Apr 2024

Membean - EdTech, SaaS

- Led the Product Support Team of three through peak season, achieving SLA KPIs 100% of the time for ~400 tickets per week.
- Hired and trained a new product support specialist on troubleshooting and customer-centric approaches, achieving an 80% success rate in resolving level 1 user support tickets within 30 days.
- Designed product solutions for schools, ensuring account configuration was optimized for the account's Single Sign-On and LMS settings.
- Collaborated across teams to streamline onboarding, increasing pilot conversion by 15%.

Product Support Team Lead

Aug 2022 - Jul 2023

Membean - EdTech, SaaS

- Tackled technical escalations and complex product issues, improving previous time to resolution by 20% for level 2 and level 3 inquiries.
- Led onboarding process improvements in collaboration with the product, sales, success, and support teams that reduced onboarding issues by 50% over 12 months.
- Identified, prioritized, and reproduced 20 high-impact user issues for the Product Team, leading to the resolution of 80% of them.
- Managed a knowledge base of over 250 customer-facing and internal product support resources.
- Collaborated with the Product and Success Teams to deliver customer-requested data reports on a 6-month timeline, resulting in 100% renewal of target accounts.

Product Support Specialist

Aug 2020 - Jul 2022

Membean - EdTech, SaaS

- Provided product and technical support for low to high complexity issues, meeting customer support SLA KPIs 95% of the time.
- Updated Single Sign-On account configurations for 300+ customer accounts.
- Trained internal teams on onboarding pathways to improve user experience.
- Met with customers over Zoom to help resolve complex issues and answer implementation questions.

English Teacher

Jul 2018 - May 2020

Chandler Public School District | Tempe, AZ

- Taught 9th, 10th, and 12th grade English, utilizing Google Classroom as a Learning Management System (LMS) to organize lessons, communicate with students, and collaborate with colleagues.
- Designed and implemented curriculum for Science and Technical Writing. Course materials are still used at the school.
- Co-wrote a successful Blue Ribbons School application that required strong written communication and detailed qualitative and quantitative analysis, contributing to the school's recognition.

English Teacher

Jul 2015 - Jun 2018

Mesa Public Schools | Mesa, AZ

- Taught 9th and 12th grade English in a diverse, Title 1 school, ensuring curriculum reflected diverse voices and experience.
- Used Canvas as my LMS to create and organize curriculum, communicate with students, and grade work.
- Differentiated instruction and provided accommodations for students with IEPs and 504s, achieving a 95% pass rate.

Core Skills

SaaS Product Support: Ticket Workflow Management, Troubleshooting, User Empathy, Product Knowledge, Product Documentation, Knowledge Base Management, SAML and SSO Configuration, Technical Escalation Management, Analytical Thinking

Team Leadership: Training Program Development, Verbal Communication, Mentorship, Product Updates and Training, Performance Tracking and Goal Setting, Eagerness to Learn, Data-Driven Decision Making, Attention to Detail, Multi-tasking and Prioritization, Cross-functional Collaboration

Workspace Tools: Intercom, Slack, Zoom, Freshdesk, G-Suite, Microsoft Office, GitHub

Education

Arizona State University

May 2017

Master of Education Secondary Education

Arizona State University

May 2015

Bachelor of Arts English Literature

Arizona State University

Aug 2008

Bachelor of Science Molecular Bioscience and Biotechnology