

KELLY REYNOLDS

CUSTOMER SUPPORT & OPERATIONS LEADER

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People-first customer support and operations leader with 11+ years of continued growth, from working directly with customers to leading high-performing, omnichannel teams. Led 25 direct reports and supported teams of up to 50 employees through major transitions while managing approximately 5,000 monthly escalations and maintaining 98% CSAT. I lead with high standards, honest communication, and accountability, but never at the expense of empathy or the human side of leadership. Known for developing future leaders, bringing clarity to complicated problems, and turning customer and employee feedback into processes that work.

CORE LEADERSHIP & OPERATIONS EXPERTISE

Customer Support Operations | People Development & Performance | Escalation Management | Omnichannel Service | Voice of the Customer | Root-Cause Analysis | KPI & SLA Management | Quality Assurance | Workforce Management | BPO Leadership | Process Improvement | Change Management | UAT & Operational Readiness | Executive Stakeholder Communication

PROFESSIONAL EXPERIENCE

Project Manager | Client Success Lead

December 2025 - July 2026

QuantumRhino

- Directed seven concurrent client portfolios spanning software implementations, cloud migrations, workflow automation, enhancements, and ongoing support.
- Served as the bridge between clients and technical teams, translating business needs into scoped requirements, Jira tickets, implementation plans, priorities, risks, and delivery workflows.
- Strengthened delivery predictability through proactive status communication, dependency management, risk escalation, and alignment across client, development, and executive stakeholders.
- Supported client health, retention, renewals, and account expansion; helped secure approximately \$200,000 in additional work through discovery, solution planning, and engagement recommendations.
- Applied generative AI to accelerate meeting synthesis, requirements documentation, Jira ticket development, and operational workflow design while maintaining human review and accountability.

Customer Service Manager

May 2021 - December 2025

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- Managed the full employee lifecycle, including candidate interviews and selection, offers, onboarding, performance reviews, corrective action, development planning, succession readiness, and offboarding.
- Led a 25-person omnichannel customer advocacy and escalation team across phone, chat, email, and social media, resolving approximately 5,000 monthly escalations while maintaining 98% CSAT.
- Owned daily performance across staffing, queue coverage, SLA attainment, schedule adherence, quality, productivity, coaching, performance management, and employee development.
- Improved operational performance through targeted coaching, workflow redesign, and documentation enhancements, reducing repeat contacts by 20%, average handle time by 15%, and new-hire ramp time by 30%.
- Served as the senior escalation point for complex, sensitive, and reputationally significant customer issues, coordinating investigations and resolutions across internal teams while balancing customer advocacy, company policy, and business risk.
- Built the Voice of the Customer team from the ground up, establishing workflows, escalation processes, a QA rubric, coaching practices, knowledge-base content, and employee support documentation.
- Reviewed contact reporting, customer trends, quality findings, and repeat issues to identify root causes, recommend corrective action, and improve customer and employee outcomes.
- Managed sensitive written responses to Better Business Bureau and state Attorney General complaints, helping maintain the company's A+ BBB rating through thorough investigation and resolution-focused communication.
- Represented the department during requirements gathering for CRM and phone-system upgrades; led operational UAT, documented findings, developed training, and guided rollout and employee adoption.
- Designed new-hire curricula, facilitator decks, job aids, knowledge-base articles, assessments, and coaching resources used by more than 60 learners; prepared 5–10 facilitators to deliver consistent training through a train-the-trainer model.
- Developed three employees who were promoted into leadership roles through individualized coaching, stretch assignments, candid feedback, and succession planning.
- Oversaw BPO service delivery, including quality, staffing, escalation paths, performance expectations, coaching, and operational alignment with internal teams.
- Partnered with Product, Technology, Training, Quality, Marketing, field operations, and executive leadership to translate customer and frontline feedback into system, policy, process, and knowledge improvements.

Customer Service Supervisor

March 2020 - May 2021

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- Supervised up to 50 remote employees during a rapid, large-scale workforce transition, maintaining service continuity while employees adapted to new processes and working conditions.
- Monitored service levels, schedule adherence, productivity, contact quality, staffing coverage, and escalation queues; used performance trends to prioritize coaching and operational response.
- Conducted quality reviews, performance evaluations, corrective coaching, and development planning while supporting virtual onboarding and continuing education.

Customer Service Representative

May 2015 - March 2020

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- Consistently ranked among top performers for customer satisfaction, quality assurance, and complex issue resolution across 60-80 daily customer interactions.
- Mentored new employees, supported onboarding, and became a trusted resource for interpreting policy while balancing customer needs, operational risk, and business objectives.

SELECTED LEADERSHIP & OPERATIONAL IMPACT

- Created new-hire curricula, facilitator decks, job aids, knowledge-base articles, assessments, and coaching resources used by more than 200 learners; also prepared and supported 5-10 facilitators through train-the-trainer delivery.
- Served as Engagement Champion for a care center of more than 1,000 employees, leading inclusive recognition, communication, and engagement efforts from 2020 through 2025.
- Led within a high-accountability service environment with targets including 99% of calls answered within 30 seconds, 90% schedule adherence, 315-second average handle time, and 85% passing thresholds for QA and CSAT.

TECHNOLOGY & BUSINESS TOOLS

Salesforce | NICE CXone | Jira | Tableau | Microsoft Excel | Microsoft 365 | Teams | Slack | Zoom | Nintex DocGen | Conga | Harvest | Knowledge Management Systems | Generative AI | AWS

RECOGNITION & PROFESSIONAL DEVELOPMENT

Customer Service Agent of the Year (2015, 2016, 2018, 2019) | Supervisor of the Year (2021) | Engagement Champion for 1,000+ employee care center (2020-2025) | FranklinCovey Leadership Training