

Faye Daigler

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WORK EXPERIENCE

Tempus Labs • 04/2022 - 07/2023

Customer Success Representative

- Developed and applied an extensive knowledge of products and services to clearly and efficiently answer questions and resolve issues via email and phone.
- Explained complex scientific, medical, and legal processes, customizing language and detail to the understanding and interest of multi-level stakeholders
- Solved ~430 tickets monthly (~1500 triaged) with 100% satisfaction month over month
- Recognized by sales team for providing exceptional service, detailed ticket responses and investigations, and customer retention.
- Produced a master file of customer success SOPs, training manuals, and educational resources to organize and centralize materials spread across multiple locations
- Coordinated with Feedback team on customer requests, problems and sources of confusion to proactively improve UX
- Trained and mentored newer teammates in job duties, SOP and process questions, one-off scenarios, and urgent order issues as well as creating visual aides to assist CS teammates with important but minute order details.
- Worked with pathologists, Clinical Data teams and Medical Affairs to fulfill external data requests while adhering to Legal and Compliance guidelines
- Collaborated with product managers to optimize training sets for the ongoing development of proprietary AI User Assistant (Tempus One), providing guidance on highest priority features for our customers and consulting on updated language specific to our user base

Capsim Management Simulations, Inc. • 08/2018 - 12/2021

Client Relationship Specialist

- Provided technical support and financial/strategy analysis to instructors and participants via phone and email, educating end users from high school through graduate faculty levels.
- Onboarded new instructors and guided them through the simulation, providing individualized recommendations for product set up and course integration
- Analyzed client feedback to identify opportunities for expansion in collaboration with sales team and appropriately recommended product integration
- Tracked and followed up with clients using Salesforce, Help Scout, Outlook and proprietary CRM software.
- Trained cohorts of new hires on CRC workflow and SOP
- Reported and prioritized bugs, tested fixes, and updated issues using JIRA
- Collaborated in Agile Sprints with Product Design and Dev team, incorporating pilot feedback and testing of prerelease features, and brainstorming for new iterations of products

Uber • 01/2017 - 05/2018

Expert, In Person Support

- Onboarded drivers to Uber platform, assisted in account creation, and guided through process of rideshare certification.
- Consulted with Operations, City Team, and Corporate stakeholders to solve complex problems and develop standard procedures as necessary
- Reviewed and processed hundreds of documents monthly for compliance with regulatory standards (background check including State of IL Motor Vehicle Record, proper licensure and eligibility to work, etc)
- Provided hands-on training in driver app functionality, adjusting for differences in technical knowledge and cultural/language barriers

CIBT Visas • 07/2013 - 12/2016

Concierge Specialist

- Delivered personalized white glove service for select VIP Fortune 500 accounts including Boeing, Monsanto, Accenture, and others
- Accommodated complex, changing, travel needs and tight schedules of C-suite clients and recommended value-added services
- Liasoned with CIBT staff and third parties (tour companies, executive assistants etc), ensuring that processes -- including multiple visa applications requiring multi-city consulate delivery -- were completed efficiently

Visa and Passport Specialist

- Pre-checked all applications for potential issues and entered relevant data into our ERP/CRM platform.
- Alerted clients of missing or incorrect documentation and supported their resolution by prioritizing applications by date of travel, submission time, and time to approval.
- Shipped completed orders via FedEx, UPS, DHL, and/or by organizing sameday shipping, courier, airport handoff via domestic air cargo, or international shipment as applicable.

EDUCATION

B.A. in English Literature

Hollins University

CERTIFICATIONS

Learn SQL

Codecademy • 02/2022

Understanding Financial Statements

University of IL - Urbana-Champaign • 12/2019

SKILLS & INTERESTS

Account Management, Adobe Acrobat Pro, Adobe Creative Suite, Agile Methodologies, Blackboard, Bundling (Sales), Consultative Selling, Continual Improvement Process, Creative Problem Solving, CRM / ERP Systems, CRM Software, Cross-functional Collaboration, Customer Relationship Management, Customer Satisfaction, Customer Success, Database Management, Decision Making, Developing Best Practices, EdTech, Electronic Medical Records Software, Empathy and Listening, Excel and Google Sheets, Feedback analysis, Financial Assistance, Google Workspace, Health Coverage, Healthcare, Help Scout, Helpdesk Software, Helping Others, Identifying Opportunities, Insurance Billing, Issue Resolution, JIRA, LIMS, Onboarding, Order Processing, Partnership, Phone Support, Product adoption, Product Feedback, Product Integration, Product Knowledge, Project Management, Quality Control, Quickbase, Record-keeping, Regulatory Compliance, Research, SaaS, Salesforce, ServiceNow, Shipping, Slack, Solution Architecture, SQL, SSO Integration, Strategic Analysis, Teamwork, Ticket Management, Training, Troubleshooting, User Interface Design, Value Added Services, Video Conference / Collaboration Software, VoIP (3CX Vonage etc), Written and Verbal Communication, Zendesk, Zoom, Coding, Creative Writing, Music, Science and Technology