

SPENCER FLAHERTY

Customer Support Specialist | Customer Service | Technical Support
Santa Barbara, CA | (484) 788-9813 | seekingthevisionadv@gmail.com

PROFESSIONAL SUMMARY

Customer support professional experienced in SaaS, application support, and high-volume customer service. Skilled in troubleshooting, ticket triage, escalation management, and explaining technical issues clearly. Achieved 99-100% first-response service level agreement (SLA) performance and customer satisfaction (CSAT) scores of 4.8-4.9/5 at Perceptyx. Brings phone, chat, and ticket-based support experience, strong customer communication, and effective use of AI tools to improve workflows.

CORE SKILLS

Customer Support | Customer Service | Technical Support | SaaS Application Support | Phone and Chat Support | Ticket Management | Troubleshooting | Customer Communication | De-escalation | Conflict Resolution | Customer Onboarding | Incident Management | Root Cause Analysis | Knowledge Base Documentation | SLA Performance | Customer Satisfaction

Support tools: Freshdesk, Jira, Intercom, Salesforce

PROFESSIONAL EXPERIENCE

Customer Application Support Consultant

PlotBox | Remote | Feb 2024 - Present

- Support 400-550+ customer tickets per month across data requests, incidents, product support, and development changes for clients in the US, UK, and APAC.
- Maintain 97-100% first-response SLA and 82-90% resolution SLA performance; resolve 65-80% of tickets within 24-48 hours.
- Triage customer issues and coordinate escalations with Product, Data Services, and Engineering, contributing to 85-90% support triage SLA performance.
- Troubleshoot Data Imports, Mapping, Finance, Records, and Case Management; clarify customer needs and share recurring issues to improve product workflows.

Customer Care Associate

Perceptyx | Remote | Jul 2024 - Sep 2026

- Managed 114-451 support cases weekly for global enterprise customers, resolving single sign-on (SSO) access issues, survey inquiries, account provisioning, and platform problems.
- Achieved 99-100% first-response SLA and 97-99% resolution SLA performance, with customer satisfaction scores of 4.8-4.9/5.
- Earned customer praise for responsiveness, empathy, clear communication, and effective problem resolution.
- Delivered average Level 1 first responses in 14-36 minutes and resolved 42-65% of tickets within 24 hours, documenting troubleshooting and root causes.
- Maintained SLA performance during survey launches and seasonal peaks with 2-3 times normal ticket volume.

PROFESSIONAL EXPERIENCE CONTINUED

Customer Care Tier 2 Specialist

AppFolio | Santa Barbara, CA | Oct 2022 - Nov 2023

- Resolved escalated customer cases involving financial workflows, bank sync issues, general ledger reporting, ACH failures, trust accounting, and bulk data corrections.
- Investigated complex issues using SQL-based troubleshooting and environment replication; documented defects and reproduction steps for Product and Engineering.
- Supported frontline agents with ticket triage, coaching, and customer de-escalation; resolved issues at Tier 2 to limit unnecessary engineering escalations.
- Created and improved knowledge base articles and troubleshooting guides to reduce repeat incidents and help agents resolve customer issues.

Customer Care Associate

AppFolio | Santa Barbara, CA | Oct 2021 - Oct 2022

- Handled 40-60+ daily customer interactions by phone, chat, and tickets across accounting, tenant ledgers, leasing workflows, and online payments.
- Maintained 95-100% first-response SLA and 90%+ resolution SLA performance while providing clear troubleshooting guidance and customer education.
- Consistently ranked among top performers for quality assurance (QA), accuracy, and professionalism, earning promotion to Tier 2.

ADDITIONAL SKILLS

AI and workflow improvement: Effective use of ChatGPT, Codex, and Claude for problem-solving, writing, content creation, development, and workflow optimization.

Technical skills: SQL-based investigation, debugging, data analysis and reporting, API and data requests, Python, Java, Git, and Agile/Scrum.

Design and communication: UI/UX design, marketing, content creation, technical writing, and customer-facing documentation.

PROJECTS

Origova | Shopify App Development

Developed and published Origova: Customs & HS Codes on the Shopify App Store. Built practical application development and UI/UX design skills through a product that helps merchants identify missing customs data and manage catalog corrections.

Shopify App Store: <https://apps.shopify.com/origova>

nobuyclub | No-Buy Challenge App and Website

No-buy challenge app and website featuring daily check-ins, streak tracking, and resisted-purchase logging. Presents product features, setup guidance, and FAQs in clear, accessible language.

Website: <https://nobuyclub.com>

EDUCATION

Bachelor of Science in Computer Science

Southern New Hampshire University | Expected Dec 2026
Software Engineering Concentration | Current GPA: 3.4

Associate of General Studies

Lehigh Carbon Community College | May 2018 | GPA: 3.7