

# Joshua Boock

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## Director of Customer Support

Purposeful leader with 20 years of experience building high-performing teams and implementing innovative technologies. Proven history of elevating customer experience, driving operational efficiency, and aligning support operations with organizational goals. Expert in AI technology implementation, continuous improvement, and cross-functional collaboration to deliver measurable business results.

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### Skills and Expertise

- Strategic Planning & Execution
  - Data Analysis & Reporting (Zendesk, Looker, SQL)
  - Global Team Management
  - Budget Management & Cost Optimization
  - Workforce Management & Capacity Planning
  - AI Technology Implementation
  - Continuous Improvement (Lean, Six Sigma)
  - Crisis Management and Problem Solving
  - Customer Experience Enhancement
  - Google IT Support Certificate
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## Professional Experience

### Director, Customer Support

#### **Sauce, Remote | January 2024 – Present**

Series B SaaS startup powering restaurant e-commerce and delivery operations.

- Increased CSAT by 5% through AI Agent (N8N) powered review of 20% chat interactions
- Led CRM and AI evaluation and roadmap, analyzing HubSpot limitations and designing a transition plan to provide expected 25% efficiency improvement and 25% contact deflection.
- Improved team member satisfaction and retention of top talent through weekly 1:1 coaching model
- Influenced companywide support strategy, pushing for API integrations (order/courier data) to unlock automation, deflection, and real-time tracking visibility.

### Director, Customer Support

#### **Tovala, Chicago, IL | October 2020 – January 2024**

Series C startup offering a smart oven and meal delivery service.

- Enhanced operational efficiency by 20% through AI supported workflow improvements
- Reduced contact rate by 40% through advanced data analysis (Explore, Looker, SQL) and partnership with operations, product, and finance leadership
- Developed strategy and managed budget to support 500% company growth, maintaining 90%+ CSAT
- Developed leadership pipeline, resulting in 4 team member promotions to roles outside of support

### Director, Customer Support

#### **Stats Perform, Chicago, IL | April 2019 – August 2020**

Global Sports Data and AI SAAS company

- Unified global support operations, integrating on-shore and off-shore teams across 5 time zones
- Reduced escalation times by 25% through streamlined processes in Jira and ServiceNow
- Increased support NPS by 25% through the implementation of a quality coaching program
- Developed API monitoring platform, decreasing critical issue identification time by 90%

## **Director, Restaurant Care**

### **Grubhub Inc., Chicago, IL | May 2016 - August 2018**

- Developed tiered team structure enabling \$5 million revenue growth of chain restaurants
- Led strategy and budget management of 150% team growth during peak company growth
- Improved employee engagement by 20% and efficiency by 25% year over year
- Consistently achieved 90% phone CSAT scores through targeted training and quality programs

## **E-commerce Support Manager | 2013-2016**

### **W.W. Grainger, Inc., Lake Forest, IL | October 2005- May 2016**

- Managed Tier 2 Contact Center Support for a growing \$5 billion-a-year E-commerce platform
  - Reduced issue resolution time by 50% in 6 months through process optimization
  - Restructured e-commerce support, improving customer satisfaction while reducing costs by 15%
  - Established technical escalation path using JIRA, implementing SLAs with the engineering team
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## **Education and Professional Development**

### **Bachelor of Arts in Computer Science – DePauw University, Greencastle, IN**

- National Society of Collegiate Scholars
- President, Indiana Zeta Chapter of Phi Delta Theta
- Four-year Varsity Baseball Player

### **Ongoing Education**

- Google IT Support Certificate (11/2024)
  - AI Class Certificate, Section School (May 2024)
  - Strategic Leader Certificate, Section School (May 2024)
  - Complete Manager Spring, Section School (Feb 2024)
  - Marcus Buckingham Love+Work Leader (2021)
  - Toastmasters Internation: Competent Communicator (2015) & Competent Leader (2015)
  - Global Leadership Summit (2014 – 2024)
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## **Community Involvement**

### **Head Coach, Renegades Baseball, Des Plaines, IL (2003-2016)**

- Mentored 11U-14U travel baseball teams, fostering excellence on and off the field
- Developed leadership and teamwork skills in young athletes