

# ADAM SHADI

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## PROFESSIONAL SUMMARY

Customer-focused professional with 3+ years of experience spanning customer support (CoinList), sales, and relationship management, now focused on Customer Success roles after building AI automation products. Proven track record in consultative problem-solving, process improvement, and building long-term customer relationships. Combines technical aptitude with AI automation skills to drive retention, expansion, and customer satisfaction.

## PROFESSIONAL EXPERIENCE

### Customer Support Analyst

*CoinList, Remote • Feb 2022 - Jul 2022*

- Managed high-volume support queue (100+ daily tickets) across onboarding, technical troubleshooting, and investor relations while maintaining 95%+ CSAT through systematic triage and escalation protocols.
- Partnered with product team to implement 3 customer-requested features by conducting user interviews and synthesizing feedback patterns—reducing support ticket volume and improving customer satisfaction.
- Reduced repeat contacts 15% by building internal knowledge base and customer-facing self-service documentation.

### Independent AI Development

*Self-Directed Learning & Product Development • Jul 2025 - Present*

- Built 4 production AI products including BrandNamer (brandnamer.io) and MentionPulse using Claude API, Ollama, and N8N workflow automation—demonstrating hands-on technical execution and product development skills.
- Designed 7-agent autonomous pipeline coordinating research, spec writing, coding, and security review—applying understanding of complex workflow orchestration to customer success automation opportunities.

### RV Sales Associate

*Camping World, Silverdale, WA • Jul 2024 - Jul 2025*

- Maintained 13% closing rate (46% above team average) by prioritizing long-term customer relationships over transactional sales, ensuring customers could reach me anytime post-purchase for support and issue resolution.
- Orchestrated cross-functional coordination between service, sales, and parts teams to ensure seamless RV delivery—proactively addressing installation, service, and quality issues to prevent delivery problems and post-delivery service issues.

### Sales Consultant

*Haselwood Auto Group, Bremerton, WA • Mar 2023 - Jul 2024*

- Achieved 930 Net Promoter Score with 97% perfect ratings across ~100 transactions by implementing systematic post-sale follow-up process and proactive issue resolution.
- Achieved highest yearly average gross profit per vehicle (\$4,996) by deeply understanding customer needs and matching them with optimal solutions—mastering 25+ vehicle models with complex trim levels and package configurations.

## CUSTOMER SUCCESS SKILLS

**Core CS Competencies:** Customer Onboarding • Retention Strategy • Health Monitoring • Escalation Management • Consultative Problem-Solving • Needs Assessment • Proactive Outreach

**Technical:** CRM Systems • Ticketing Platforms • Data Analysis • Process Documentation • Workflow Optimization

**AI & Automation:** ChatGPT • Claude • Ollama • Multi-LLM • Prompt Engineering • N8N • Workflow Optimization

**Communication:** Active Listening • De-escalation • Cross-functional Collaboration • Technical Translation

## EDUCATION & CERTIFICATIONS

**Customer Success Foundations Certification** • Aspireship • 2024

**Associate in Arts (A.A.), Business** • Miami University, Oxford, OH • 2014-2017