

ADAM SHADI

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PROFESSIONAL SUMMARY

Customer-focused professional with 3+ years of experience spanning customer support, sales, and relationship management. Proven track record in consultative problem-solving, process improvement, and building long-term customer relationships. Combines technical aptitude with strong communication skills to drive retention, expansion, and customer satisfaction throughout the entire lifecycle.

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 <2 hour first response time and 95%+ CSAT through systematic triage and escalation protocols.
- Drove 20% increase in customer satisfaction by identifying friction points in automated messaging and collaborating with engineering to implement protocol refinements and standardized response templates.
- Partnered with product team to implement 3 customer-requested features by conducting user interviews, synthesizing feedback patterns, and presenting data-backed recommendations—reducing support ticket volume and improving overall customer satisfaction.
- Reduced repeat contacts 15% by proactively documenting common issues in internal knowledge base and creating customer-facing help articles.

RV Sales Associate

Camping World, Silverdale, WA • Jul 2024 - Present

- 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 to ensure best-fit recommendations.

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