

Zana Yocum

Customer Service Operations Supervisor • Technical Project Manager • Product Designer

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PROFESSIONAL PROFILE

Versatile **Customer Service Operations Leader, Technical Project Manager, and Product Designer** skilled in managing high-volume service environments, directing cross-functional technical projects, and building user-centered digital applications. Proven background supervising teams of 15–18 customer service agents, overhauling onboarding and training programs, and elevating team CSAT scores. Complemented by hands-on experience designing 5+ web applications (driving a 23% boost in conversions) and leading client-facing technology integrations.

CORE COMPETENCIES & LEADERSHIP HIGHLIGHTS

Customer Operations

- Team Supervision (15–18 Agents)
- CSAT & KPI Optimization
- Escalation Management
- Agent Coaching & Onboarding
- SLA Adherence & Quality Control

Product & UI/UX Design

- 5+ Web Applications Delivered
- Figma & Interactive Prototyping
- User Research & Journey Mapping
- Conversion Rate Optimization (+23%)
- Scalable Design Systems

Technical Project Management

- Agile / Scrum Frameworks
- Client Technology Integrations
- Internal Systems Optimization
- CRM / EHR Record Systems
- HIPAA & Regulatory Compliance

PROFESSIONAL EXPERIENCE

Collections Specialist — Sunrun

Jan 2025 – Present | Remote

- **Managed delinquent solar customer accounts** in a remote environment, conducting outreach to negotiate structured payment plans and recover overdue balances.
- **Resolved complex billing inquiries and account discrepancies** by collaborating with internal finance and customer service departments to maintain high retention and goodwill.
- **Maintained strict financial compliance and detailed CRM documentation** across all client communications and transaction workflows.

Freelance Product Designer — Self-Employed

May 2023 – Present | Remote

- **Designed and delivered 5+ web applications** from concept to deployment, conducting end-to-end user research and crafting intuitive digital interfaces in Figma.
- **Boosted client conversion rates by 23%** through user-centered research, wireframing, interactive prototyping, and core UX flow optimizations.
- **Partnered directly with cross-functional stakeholders and software engineers** to translate complex product requirements into scalable visual design systems.

Appointment Scheduler / Client Support Specialist — Thriveworks

Aug 2022 – Sep 2024 | Remote

- **Served as primary point of contact for remote client support**, facilitating onboarding, appointment scheduling, and service resolution.
- **Handled high volumes of virtual communications** while maintaining strict adherence to HIPAA privacy and data confidentiality standards.
- **Managed EHR/CRM records, verified client insurance and billing details**, and coordinated directly with clinical staff to ensure seamless care delivery.

Technical Project Manager — SYKES

Feb 2022 – Jan 2024

- **Managed technical project lifecycles**, specializing in client-facing technology integrations and internal system architecture optimizations.
- **Directed cross-functional engineering, IT, and external client teams** to define project scope, streamline software deployment, and ensure system interoperability.
- **Applied Agile/Scrum methodologies** to build roadmaps, mitigate technical deployment risks, and maintain full compliance with strict client SLAs.

Supervisor – Customer Service Operations — Conduent

Jun 2018 – Aug 2022 | United States

- **Supervised an operational team of 15–18 customer service agents**, directing daily queue management, workflow allocation, and client KPI compliance.
- **Overhauled team onboarding and training procedures**, streamlining new hire integration, knowledge transfer, and operational readiness.
- **Elevated team CSAT scores** through structured 1-on-1 coaching, routine quality audits, and proactive conflict/escalation resolution.

EDUCATION

Associate's Degree in Computer Science Southeast Kentucky Community and Technical College	2021 – Apr 2023
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