



Alex Scott James

Tampa Bay Area, FL

AlexScottJames1@gmail.com

alexscottjames.com

@AlexScottJames1

Profile

Multi-industry team manager who is engaged by supporting good products and companies. Dedicated to helping improve customer quality of experience and team-member quality of work.

Focused on strong interpersonal communication to effect change internally and deliver results externally. Team-oriented and driven by outside-the-box and effective process improvements.

Competencies

Slack, Intercom, Confluence, Tableau, Recurly, Microsoft Office, Google Suite, Zapier, Canva, Squarespace, Discord.

Work Experience

Customer Solutions Manager

Feb 2020 - Present

Pipedrive

- Directing team of software experts to assist high-value customers to solve complex technical issues
- Assisting experts in interdepartmental and international situations on behalf of our accounts and overseeing projects to improve our Support department
- Managing inaugural team built to deliver support to the US West and our growing markets in Asia and Oceania.

Platinum Services Associate

Apr 2019 - Feb 2020

Tampa Bay Lightning

- Client-focused role centered around providing high-quality experiences for all events
- Responsible for managing multiple premium seating areas throughout the arena
- Oversaw report writing for incidents in and around the arena to document what occurred for legal record-keeping during games, events, and concerts

Small Business Owner

Jun 2016 - Nov 2018

Dipped

- Opened a chocolate shop directly after graduation with the money I had saved waiting tables
- Grew business to employee teams across two locations
- Developed successful B2B and B2C segments catering to in-store dipping experiences and catering opportunities primarily for large business gatherings, corporate gifts, collegiate events, and weddings

Education History

BA in Sports Management

2012 - 2016

Florida State University

Interned for multiple organizations most notably including the Dallas Cowboys for their professional Development Program and FSU Basketball as the Team Manager