




NAOMI BERGSTROM

Customer Service Manager

Customer Service Manager with 6 years running mid-sized support teams in fintech and subscription retail. Owns staffing, QA, and tooling for a 22-agent omnichannel team. Known for cleaning up messy ticket backlogs and getting agents off chat scripts and into real conversations.

CONTACT INFORMATION

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 Charlotte, NC

KEY SKILLS

- Omnichannel support operations
- Backlog recovery and triage
- QA and calibration
- Kustomer, Intercom, Zendesk
- Workforce planning
- Hiring and onboarding
- Voice-of-customer reporting
- Cross-functional partnership with product and logistics
- Coaching and 1:1 frameworks

PROFESSIONAL EXPERIENCE

2022 - Present

Customer Service Manager | Cardinal Pay Solutions, Charlotte, NC | 2022 to Present

- Manage 22 agents and 3 senior reps supporting small-business merchants on a payments platform.
- Cleared a 9,400-ticket backlog in 7 weeks through a triage rework and a temporary swing shift.
- Cut first response time on chat from 3:42 to 1:18 by retraining on auto-acknowledge templates.
- Run a monthly voice-of-customer review with product and shipped 14 fixes against recurring complaints last year.
- Hold weekly 1:1s with every direct report and grew internal promotions from 1 to 5 in a calendar year.

2020 - 2022

Customer Support Supervisor | Loomspun Home Goods, Raleigh, NC | 2020 to 2022

- Supervised a 14-agent email and chat team for a home textiles subscription with 110,000 active members.
- Reduced refund-related contacts by 27% after partnering with logistics on a damaged-in-transit policy rewrite.
- Built the QA rubric from scratch and trained two team leads to calibrate weekly.
- Owned the seasonal hiring plan and onboarded 18 contractors for Q4 without missing SLA.

2018 - 2020

Senior Customer Service Representative | Loomspun Home Goods, Raleigh, NC | 2018 to 2020

- Handled escalations and B2B wholesale accounts, maintained a 95% retention rate on at-risk customers.
- Drafted the first internal knowledge base in Confluence; cut new-hire training from 4 weeks to 3.
- Acted as backup supervisor on weekends and ran the floor for roughly 30 shifts.

EDUCATION

B.S. Business Management, University of North Carolina Charlotte, 2018

ICMI Contact Center Management Certification, 2023