



DIELE KYHN

CUSTOMER EXPERIENCE MANAGER

VITALS

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CERTIFICATIONS & AWARDS

- 2022 Q4 Carvana's Most Driven Award Winner
- 2022 Q4 Principal "Leaders Make Moves" Award
- 2022 Q4 Principal "Leaders Fight" Award
- 2021 Ahhhhhh-Ward People Matter.
- Oct. 2021 Top Kudos People Matter.
- Jul. 2021 Top Kudos Inspiring Leadership
- Dec. 2020 Top Kudos Inspiring Leadership
- Dec. 2019 Top Kudos People Matter.
- 2020 NPS for Leadership:
#1 One Call Resolution (96%)
Tied #2 Customer Satisfaction (99%)
#2 Top NPS Score (91)
- Top NPS Unicorn for TMS in 2019 across all departments.
- Sept. 2015 Starbucks Area Manager of the Quarter out of 120 stores in the area.

LETTERS OF RECOMMENDATION/REFERENCES

AVAILABLE ON LINKEDIN

EXPERIENCE

CARVANA, VERIFICATION TEAM LEAD

MARCH 2022-PRESENT

Drive individual development and team success through routine coaching, constructive feedback, and results-oriented feedback to motivate team to reach their weekly goals. Conduct call reviews and calibrations to offer insight to improve customer experience on inbound calls. Review Quality Control tickets to research to provide actionable feedback to impact quality work amongst advocates. Work to support the Verification department to working various shifts throughout the week as Leader on Duty, Reach Out Captain, and Weekend Warriors. Additionally, working both escalations for assigned team and buddy Team Leads to ensure customer contact made to work to find resolution and drive our customers happy.

TMS, CUSTOMER EXPERIENCE SPECIALIST

JUNE 2021-MARCH 2022

Manage internal system called Unhappiness Tracker to work submissions that all customer facing team members leverage when hearing customer complaints, concerns, or even suggestions! Identify trends in Unhappiness Tracker to work with every line of business to address customer complaints/feedback. Complete account reviews from SVP of People to draft remediation plans and work to resolve prior to becoming Informal or Formal Complaint. Complete monthly review of all Formal and Informal customer facing complaints to present in Monthly Complaint Meeting with upper management. Lead company initiatives that uplift the customer experience – NPS Detractor, Unhappiness Tracker SIME integration, SIME/Portal/App Suggestions, Joy, and much more!

TMS, CUSTOMER RESOLUTIONS TEAM LEAD

JANUARY 2019-JUNE 2021

Leverage customer service skills to empathize with borrowers while helping with options to bring their loans current as 40% of day is expected to be spent in the queue alongside fellow unicorns. Handling customer escalations to work to find a resolution to the issue at hand. Assisting supervisors to review calls, complete Unicornopolis Task

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Queue, complete document requests, live monitor agents, and other needed tasks as delegated.

TMS, CUSTOMER CARE REPRESENTATIVE
MAY 2018-JANUARY 2019

Began role in Customer Care to quickly becoming a top NPS performer, becoming a subject matter expert to train 5 newly hire representatives, providing minutes for every meeting and team huddle, and appointed a member on the Growing Happiness Committee in charge of all office birthdays and assist in planning monthly team builds.

**STARBUCKS COFFEE COMPANY, STORE
MANAGER**
MARCH 2008-MAY 2018

Ten years of service at Starbucks and a store manager with over five years of experience specializing in the relentless pursuit of customer satisfaction, engagement of employees, and leading teams to maximum productivity and profitability. Proficiency in Global Labor System (Time/Attendance and Scheduling), Outlook (calendar for meetings and event planning), Taleo (Talent Acquisition from interviewing to hiring), Partner Performance (coaching, corrective action, PIP, and separations), Word to create job aids and materials, and more. Hosted district hiring events bimonthly with 10-50 applicants at each event to staff needs of upwards of 13 locations, while being a training store to assist new locations opening.