

MEGAN LEE TWAMLEY

(585) 645-3894 • meganltwamley@gmail.com



10/2024- Present	Lattice Senior Customer Care Associate	<ul style="list-style-type: none">• Built strong relationships across teams and with enterprise clients• Utilized proficiency in Jira, Guru, ChatGPT, and Salesforce• Assisted in quality assurance projects and daily support for Customer Care team
4/2023- 5/2024	monday.com Workforce Management Associate	<ul style="list-style-type: none">• Managed the schedules of 200+ global CX team members• Piloted and launched Premium Support, monday.com's first CX contribution to ARR• Evaluated requests for schedule alterations and reported data on their impact• Researched, planned, and led strategic meetings that led to departmental growth
3/2022- 4/2023	monday.com Customer Experience Advocate	<ul style="list-style-type: none">• Provided workflow and troubleshooting solutions to customers on phone, chat, and email - consistently exceeding performance indicators• Built and maintained relationships with key customer stakeholders, acting as an advisor and subject matter expert• Led webinars for over 100 weekly attendees
Summer 2021	Camp Ballibay Dean of Campers	<ul style="list-style-type: none">• Ensured the well-being of 300+ campers by acting as a counselor-camper-parent liaison• Directly supervised a team of 5 Division Heads• Planned and executed a strict protocol and training staff in a 100% COVID-free summer• Demonstrated healthy work-life balance by making time for instructing clown workshops
9/2019- 5/2021	Geocaching Community Coordinator	<ul style="list-style-type: none">• Responded to user issues and community disagreements within 8-hour SLA, providing empathetic resolutions• Managed social media campaigns, resulting in Instagram follower acquisition rate 4x over the previous year• Worked closely with developers to communicate and assist in bug resolution• Independently launched and grew a TikTok account to 30k followers and over 1.2 million views in one month
9/2019- 5/2021	Delridge Neighborhoods Development Association Teaching Artist	<ul style="list-style-type: none">• Planned and led arts-based environmental education lessons through the EcoArts program• Scheduled and oversaw spring camps at Seattle's Camp Long• Structured and taught lessons that we able to be led in varying environments such as parking lots, parks, and classrooms.

EDUCATION

Masters in Educational Theatre, The City College of New York
Estimated Graduation 2027

Bachelor of Arts in Theatre Technology and Design, SUNY Oswego
Graduated 2017