

211 FALLIS RD.
COLUMBUS, OH 43214
ERIC.CHON@GMAIL.COM
(617) 818.0208

ERIC CHON

SUMMARY

With a background in Customer Experience and Community Management, I believe in creating easy to understand and use experiences that minimize effort and maximize usefulness.

TECHNICAL SKILLS

- Customer Experience design
- Wireframing and prototyping (Figma, Adobe, Affinity)
- Desktop layout and production

EXPERIENCE

Indie MEGABOOTH, Columbus OH - *Community Manager, Contract*

MAR 2023 - AUG 2023

- Developing and managing social media strategy across Twitter, Instagram, and TikTok
- Managing and moderating Discord channel
- Reaching out to developers, fans, and alumni regarding our return
- Writing monthly newsletter

Zwift, Long Beach CA — *Community Support Quality Manager*

APR 2021 - MAR 2023

- Developed rubrics to determine guidelines for quality support interactions to maximize Customer Effort Score
- Created QA evaluation forms, quality definitions, and scoring
- Established regular (weekly) calibrations with in-house and vendor support teams to measure effectiveness

Zwift, Long Beach CA — *Community Support Manager*

OCT 2014 - APR 2021

- Established two CRMS (Zendesk and Kustomer)
- Built, trained, and managed the Support Team from 1 to 14 employees
- Established guidelines and processes for handling support interactions for email, chat, and voice
- Partnered with several BPOs to secure “round the clock” support in multiple time zones

EDUCATION

The Ohio State University, OH - *UX/UI Bootcamp Certificate*

MAR 2023 - SEP 2023

An intensive 24-week long boot camp providing hands-on training in user-centric design research, design thinking, visual prototyping and wireframing, interface design, storyboarding, visual design theory, web prototyping with HTML5 and CSS, interaction design with JavaScript and jQuery, and more.

Boston University, MA - *BSa in Media Studies*

SEP 1995 - JUNE 1999