
Lauren Moxey

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PROFILE

A people-first senior operations leader who fosters an engaged culture that drives strong outcomes in both metrics and talent development. Adept at leading change management initiatives and optimizing processes to enhance efficiency and scalability. Highly skilled at working cross-functionally to identify root causes, implement sustainable solutions, and drive continuous improvement. A fast learner with a proven track record of success in leading new disciplines and navigating complex operational challenges.

CORE STRENGTHS

Leadership / Process Improvement & Development / Communication Strategy / Performance Management / Change Management / Culture Builder / Customer Experience / Relationship Development / Cross-Functional Partnership

EXPERIENCE

PACASO, INC., Remote

MAY 2024-PRESENT

Director, Central Support

Create and implement a comprehensive strategy for a 24/7/365 global operation that prioritized high-quality customer service for luxury home owners. Oversee Central Support technology, partnering cross-functionally with product, engineering, and operations teams to develop a product roadmap that improves our ability to deliver seamless, scalable service. Lead growing team of two managers and six agents.

- Managed all operational components of a new Service Cloud implementation for the company's Salesforce instance. Partnered closely with product manager and developers to define and test system requirements. Designed and facilitated 10-hour training for support agents. Build knowledge base and quick text library to ensure agent consistency, efficiency, and exceptional customer support.
- Created and implemented change management plan to align Operations team to new Service Cloud processes, including communications, training, and ensuring adherence to expectations.
- Overhauled processes to increase agent efficiency by 20%, streamline cross-functional communication, and improve customer experience. As a result, valuable new data was collected to further optimize processes.
- Improved team performance through clear expectations, ongoing coaching, and resource creation, resulting in a decrease of escalations and consistent positive feedback from partners on agent performance.
- Lead cross-functional project to re-align multiple team responsibilities to 2026 Operations team vision, documenting current state and envisioning necessary resources to reach future state.

BLOCK, INC., St. Louis, MO

APRIL 2020-JANUARY 2024

Senior Service Delivery Manager, Cash App (December 2021-January 2024)

Built a technology team from the ground-up with service functions including Business Systems Analysts, Technical Writing, and Identity and Access Management. Key partner to multiple horizontal teams, including but not limited to: Project Management Office, Change Management, Cash Business Systems (Salesforce CRM and SaaS applications), and Data Analytics.

- Hired and onboarded over 20 employees, including three people leads, by screening applicants for skills and behaviors.
- Created a strong culture that consistently outperformed company averages by 10-15% in key engagement and employee satisfaction metrics.
- Established expectations for each role and level, with clear paths for advancement.
- Created efficient intake processes that resulted in cross-functional partnerships, effective relationship building, and outcomes that improved support agent experience and efficacy.
- Trained 50 senior leaders on how to write effective problem statements, create clear business requirements, and articulate measures of success for technical feature requests.
- Led a team of technical writers in contributing over 75 new resources to a 1,300 page internal knowledge base. Resources included a style guide, label framework, document review process, and other process and procedural documentation.

Senior Customer Success Manager, Cash App (April 2020-November 2021)

Led and developed a team of Customer Success Managers and their teams (80-100 in management line) in pursuit of excellent customer service. Created and implemented objectives and key results for multiple channels. Partnered with cross-functional stakeholders to launch new initiatives.

- Facilitated the creation of the Manager Escalation Team, established metrics for success, and strengthened team culture and leadership connectivity.
- Launched customer success operations for the in-app Messaging channel. Established baseline workflows, metrics, and communications approach for the channel. Strategized cross-functionally and engaged with external partners to create and grow channel operations.
- Partnered with HR to establish clear accountability policies and procedures for performance metrics and expectations. Created a system to track accountability across the Customer Success team (~500 frontline advocates and leaders).

TEACH FOR AMERICA - ADMISSIONS TEAM, St, Louis, MO and New York, NY 2006-2019

Senior Managing Director, Applicant Continuum (2016-2019)

Managed a team of five in leading the Admissions process for 50K+ candidates annually, including application experience, region assignments, and matriculation. Consulted with multiple national teams to create and execute strategies to improve outcomes; aligned vision across multiple teams and executives. Recommended strategies informed by quantitative data, insights, and numerous perspectives.

- Led team in creating a 3-day summit for 120+ staff across the organization. Developed and facilitated sessions to train on matriculation best practices and brand internalization.
- Spearheaded online platform redesigns and application overhauls resulting in reduction of confusion and completion time from three hours to 90 minutes.
- Achieved top Gallup engagement scores for placing culture at strategy forefront and delivering ongoing coaching/feedback.

Managing Director, Applicant and Financial Experience (2014-2016)

Led a team of four to achieve measurable outcomes in applicant experience while integrating two disparate workstreams under a unified vision. Tracked and managed disbursement of funds electronically. Created and managed strategy for the repayment of \$4-5M in loans annually. Dispersed \$10M+ in grants and interest-free loans over six weeks to assist applicants transitioning to new classrooms.

Director, Applicant Experience (2011-2014)

Managed team of four to resolve 20K+ applicant questions each year. Refined resource creation to support applicants in the process and created interactive online help tool to decrease inquiries.

Manager, Applicant Communication (2009-2011)

Directed two staff in email responses to 35K+ applicants and managed interview logistics for 10K+ applicants annually.

Associate, Operations and Communications (2008-2009)

Provided excellent customer service via email from internal staff and applicants. Designed and facilitated online training sessions for 250+ staff to prepare for interviews.

New York Corps Member (2006-2008)

Educated 100+ students as a high school English teacher at Thurgood Marshall Academy in Harlem, NY.

EDUCATION & CERTIFICATIONS

Master of Science in Teaching / PACE UNIVERSITY / New York, NY

Master of Arts in Educational Leadership and Policy Analysis / Bachelor of Journalism
UNIVERSITY OF MISSOURI / Columbia, MO

Certified Customer Experience Performance Leader / COPC, Inc. / Issued December 2023

Certified Scrum Product Owner / Scrum Alliance / Renewed December 2024