Marius Pfaff

+49 1522 698 68 36
mpfaff@mailbox.org
www.mariusxpfaff.de

STATEMENT

In dynamic environments I seek progress and flexibility. My aim is to challenge myself daily surrounded by a strong team. As I come across new tasks I can rely on my skills in non-linear thinking, my experience in strategy and processes and my mediative attitude - driven by knowledge, empathy and emotion. The goal: grow and create in areas of both empathy and knowledge.

WORK EXPERIENCE

Professional Customer Solutions Manager

Personio GmbH, Munich (remote) - 2021 -

- Professional for the Specialised Apps Team: highest instance for escalations
- Member of the Premium Support Team: specialized team trusted with most valuable customers, generating extra profit (turning Support into a profit generating department)
- Partner Management for all issues regarding job promotions on external platforms: Handling escalations on promotion based issues with a volume of >32 million euros
- Responsible for all bug tickets opened to engineering: minimised Time-to-Resolve by 20% by standardising processes
- Part of the Immediate Incident Response Team in Customer Experience: Updating company status pages & coordinating customer communications

Customer Success Consultant

StepStone Deutschland GmbH, Düsseldorf (remote) - 2019 - 2021

- Consulting for media agencies: responsible for 25 agencies with a turnover of 18.5 mil. €
- 1st level support and incident MGMT for XML and FTP interfaces: Monitoring of 18 feeds
- First point of contact for setting up XML feeds, coordination until completion
- Ensuring compliance with quality standards and processes: Daily ~80 tickets in claim management

Technical Support Advisor

Amazon Services Deutschland GmbH, Regensburg (remote) - 2016 - 2019

- Technical responsibility for an onboarding team in account management for Amazon Seller Services: 12 curious minds, 45 requests per day
- 1st level incident management, prioritization and categorization for high level tech support: on average 5 “critical actions” per week
- Planning, implementation and evaluation of training measures

CERTIFICATES & AWARDS

Certificates

Lean Six Sigma (Yellow Belt)
Scrum Product Owner (PSPO I)
Scrum Master (PSM I)

Awards (Personio)

CX Quality Hero, Company Wide Champion - Be Diligent, CX Champion - Feedback, CX Champion - Customer Advocacy

Full CV on mariusxpfaff.de