

CAIT DOWNEY

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PROFESSIONAL SUMMARY

Customer operations leader with 15+ years in hyper-growth SaaS across support, onboarding, and escalations. Brings a rare mix of people leadership, hands-on customer work, and strong technical fluency. Able to build teams and processes, step directly into complex customer situations, and quickly learn products well enough to diagnose issues at the root. Known for combining empathy, logic, and systems thinking to turn high-urgency problems into clear plans, durable resolutions, and better customer outcomes.

EXPERIENCE

Business Continuity Manager

DEEL

February 2026 – Present

- Lead high-impact client escalations by turning complex issues into structured, cross-functional projects with clear ownership and outcomes.
- Drive alignment, enforce SLA accountability, and maintain transparency through consistent stakeholder communication.
- Identify risks early and deliver sustainable resolutions through root cause analysis and continuous process improvement.
- Produce formal RCAs with tracked remediation actions, creating accountability and systematically reducing recurrence across escalation categories.

Onboarding Manager

DEEL

March 2025 – February 2026

- Owned end-to-end onboarding for global payroll and EOR customers across multiple concurrent implementations, aligning go-lives to client First Check Dates and maintaining strong on-time delivery rates.
- Acted as the connective tissue between clients and internal teams (payroll, product, support, legal), translating complex requirements into clear work plans, ownership, and timelines.
- Led the full implementation lifecycle from discovery through activation, including requirements gathering, data validation, system configuration, UAT coordination, and readiness sign-off.
- Used AI tools to streamline client communication templates, project plans, and internal runbooks, reducing manual writing time and improving consistency across implementations.

Customer Support Manager

TAPCHECK

May 2023 – June 2024

- Led end-to-end support operations for Tier 1 (BPO) and Tier 2 (US-based) teams, driving improvements in speed, quality, and scalability
- Rebuilt a reactive support organization into a proactive, data-driven operation, increasing CSAT by 15% and reducing response times by 20% within the first year
- Increased first-contact resolution by approx 25% through targeted coaching and process

- improvements, reducing repeat contacts and improving customer experience
- Partnered cross-functionally with Engineering to eliminate root causes of recurring issues, reducing inbound ticket volume by ~30%
- Introduced AI-assisted response and agent support workflows, improving handle time, response consistency, and personalization at scale

Customer Operations Lead

INDEPENDENT

September 2019 – November 2022

- Consulted with Directors and Managers across Services and Support functions to establish customer success frameworks, operational KPIs, and team performance standards aligned with business objectives.
- Led full-time contract managing customer support operations during critical transition period (Feb–Nov 2022): Managed remote software support team of 12+, implemented unified helpdesk CRM system, and established team performance standards and SLAs. Drove improvements in first response time, resolution time, and CSAT through coaching, performance analysis, feedback, and training initiatives.
- Developed customer-centric operational processes and performance management systems that improved consistency, scalability, and customer satisfaction outcomes across multiple engagements.
- Advised leadership teams on continuous improvement, organizational effectiveness, and operational restructuring during periods of change.

Customer Support Manager

HUBSPOT

October 2013 – January 2019

- Led the foundational scaling of a 20+ person support team through 6x customer growth, guiding the transition from a flat structure to a multi-team environment and maintaining consistently high customer satisfaction during periods of hyper-growth.
- Built and deployed targeted programs for each stage of the support employee lifecycle, cutting new-hire ramp time by 30%, sustaining quarter-over-quarter eNPS gains, and anchoring support quality as volume and expectations scaled.
- Standardized a structured coaching and performance management framework that increased first-contact resolution by 20%, reduced repeat contacts, and improved overall customer experience.
- Partnered with Product to translate support trends and customer feedback into roadmap enhancements, contributing to a 15% lift in customer retention and tighter alignment between go-to-market and product teams.
- Directed the “Emerging HubSpotter” career-acceleration program, developing high-potential Services and Support ICs into higher-impact contributors and future leaders across people-management and specialized technical tracks.

Customer Support Team Lead

HUBSPOT

February 2012 – October 2013

- Promoted from Support Engineer to Team Lead within 12 months based on performance and leadership impact

- Led a pod of support reps, providing coaching and QA to improve performance and consistency
- Served as first point of escalation for complex customer issues, partnering cross-functionally to drive resolution
- Supported onboarding and development of new hires during a period of rapid team growth

Customer Support Engineer

HUBSPOT

February 2011 – February 2012

- Delivered high-volume, multi-channel technical support (phone, email, chat) as an early member of HubSpot's scaling support organization
- Resolved complex technical issues across CRM, marketing automation, and integrations, combining troubleshooting with customer education to drive adoption
- Identified recurring issues and product gaps, partnering with product and engineering to improve platform reliability and user experience
- Contributed to a high-quality customer experience during a period of rapid growth by balancing speed, accuracy, and consultative support

SKILLS

Customer Support Operations
Escalation Management
Cross-Functional Alignment
Stakeholder Management
SLA and KPI Management
Process Improvement

Root Cause Analysis
Customer Experience Strategy
Workforce Management and
Capacity Planning
Career Coaching
Performance Management

Change Management
Project Management
AI Workflow Optimization
BPO and Vendor Management

SYSTEMS & TOOLS

Salesforce Service Cloud
Zendesk
HubSpot Service Hub
Jira / Confluence

Gainsight
Workday
Looker / Tableau / Power BI
Asana / Monday.com / Trello

Slack / Microsoft Teams
Zapier
Teleopti / Tymeshif