

Vishal Patel

Product Operations Manager

EXPERIENCE

Product Operations Manager

[Squarespace](#) Jul 2017 - Present

- Created tax exemption support strategy with Finance, Product and Engineering teams.
- Coordinated COVID-19 support for Customer Operations with Legal, Product and Engineering
- Assist Security team with security related inquiries from our customers
- Assist Channel and Services team with VIP customer inquiries and strategies
- Evaluate leveling and expectations for Product Support Leads annually
- Built out Product Launch tracking for Customer Operations.
- Responsible for the daily activities of the team, including queue work, Confluence, JIRA and the interfacing with stakeholders as well as other supporting functions
- Lead team meetings on a weekly basis to discuss outstanding bugs, improvements, customer pain points and upcoming product releases
- Work closely with Engineering and Product teams to suggest and make improvements to the Squarespace platform
- Spearhead communication efforts with the Technical Program Managers to find creative solutions for roadblocks, and ensure timely delivery of internal projects
- Partner cross-functionality on product release communication and change management, with a focus on the front line support team's workflow
- Assist Legal, GRC and Engineering with current system architecture layout

Product Operations Lead

[Squarespace](#) Oct 2014 - Jul 2017

- Built out VAT support strategy and customer resources
- Researched internal workflows within the Customer Operations department to make improvements
- Helped our Channel Operations team migrate from Desk to Atlassian Service Desk for scheduling requests
- Built projects and workflow in JIRA for various teams across the organization
- Built support strategy for various product and feature launches

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New York City, NY

SKILLS

Agile Development
Product Management
HTML/CSS
JIRA

EDUCATION

Bachelor of Science
[DeVry University](#)

Masters in Science
[Columbia University](#)

Operations Assistant Manager

Squarespace Feb 2013 - Oct 2014

- Responded to inquiries regarding potential violations of our site policies and related laws
- Built and managed our Trust & Safety policies
- Kept advisor resources like the Wiki or Template Hub useful and updated
- Assisted the training team with creating and fact-checking training material
- Setup Customer Operations new hire accounts and laptops.
- Improve our fraud detection measures, and proactively develop new Trust & Safety-related tools
- Provided research and analysis of current tech policy issues
- Lead and coach a subset of the Customer Care team to help customers (and potential customers) get a great experience from Squarespace
- Stayed current on Squarespace product developments to be able to coach your team on how to correctly answer inquiries.
- Responded to customers when troubleshooting, and to explain issues or bugs in more detail
- Represented the customer voice to engineers
- Was the global point person for information about major new releases
- Assisted with presentations at local meetings on new features or product updates

Support Specialist

Squarespace Jan 2012 - Feb 2013

Product Analyst

Beach Camera Nov 2009 - Sep 2010

Teller

T.D. Bank Aug 2006 - Nov 2009