

Eric Fox

Customer Success & Technical Support

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SUMMARY

Customer success and technical support professional with 7+ years across client-facing operations, including 5+ years in crypto, Web3, and fintech support. Specializes in high-net-worth and enterprise escalations, root-cause analysis, and cross-functional problem-solving with Product, Engineering, and Compliance. Ranked #1 in support volume and CSAT at CoinTracker and coached Gemini agents to consistent CSAT above 90%. Brings hands-on expertise across exchanges, wallets, DeFi, NFTs, crypto tax, and AI-enabled support operations.

PROFESSIONAL EXPERIENCE

CoinTracker | Technical Support Engineer (Contract) | Dec 2025 – May 2026

Remote, DE

- Ranked #1 on the technical support team in Zendesk volume, Linear issue volume, Canny submissions, and CSAT, achieving 90% CSAT against an 80% team average.
- Owned Tier 2/3 escalations for CoinTracker's inaugural 1099-DA crypto tax product and resolved complex crypto-tax, DeFi, and transaction-reconciliation cases.
- Resolved the team's highest volume of enterprise Linear tickets, coordinating with Customer Success Managers, Product, and Engineering through resolution.
- Diagnosed production issues across wallets and exchanges and translated root-cause findings into product fixes.

Gemini | Senior Customer Support Associate | Apr 2021 – Oct 2025

Hybrid, NY

- Promoted to Senior Customer Support Associate in under a year; oversaw daily support operations, ticket QA, and EOS performance reporting.
- Coached 5 remote agents through recurring Virtual Office calls, improving CSAT from approximately 75% to consistently above 90% month over month.
- Led white-glove Web3 support for Starbucks Odyssey and major NFT launches, managing rapid-response operations during events generating 1,000+ tickets.
- Authored approximately 30 Help Center articles and roughly half of the team's macros; built Zendesk AI automations, escalation paths, and answer flows while tracking resolution performance.
- Partnered with Product and Engineering on UX and process improvements and with Fraud on risk-pattern identification and escalation workflows.

Upcycle USA | Customer Success Manager | Nov 2019 – Mar 2021

Fairfield, NJ

- Managed a portfolio of 50+ clients, generated new leads, closed repeat business, helped implement a new CRM, and trained teammates on adoption.

Equitable | Lead Associate, Sales Desk | Apr 2019 – Aug 2019

Jersey City, NJ

- Supported financial representatives on variable annuity products in a FINRA-regulated environment and created sales presentations.

PROJECTS & VENTURES

Givee Charitable Inc. | Co-Founder | Nov 2025 – Present

Sussex County, DE

- Built and shipped the app ("Givee: Donate Items" in the Apple app store) and public website (giveecharitable.org), defining user flows and impact-reporting workflows.
- Secured 501(c)(3) approval and directed launch operations across donation network programs in 3 states.

Fox Bros Interactive | Freelance Developer | May 2026 – Present

Remote, DE

- Built responsive, mobile-first sites for 2 local businesses using HTML, CSS, and JavaScript; managed version control and deployment with Git/GitHub and Cloudflare.
- Launched multiple progressive web apps, including PetSite Factory and LifePath Numerology Calculator.

EDUCATION

William Paterson University | B.S., Marketing | Sep 2014 - Jun 2018

Cotsakos College of Business, Wayne, NJ

SKILLS

Customer Success & Support: Enterprise & High-Priority Client Support, Escalation Management, Root-Cause Analysis, Ticket QA, Performance Reporting, Process Improvement, Knowledge Base & Help Center Content, Support Automation, Agent Coaching & Team Leadership, Cross-Functional Collaboration (Product, Engineering, Compliance)

Support Tools & Platforms: Zendesk, Intercom, Salesforce, Linear, Jira, Canny, Slack, Guru, Retool, Rootly, Datadog, Stripe, Temporal, BI Tools (Metabase, Looker)

Technical: Flutter / Dart, HTML, CSS, JavaScript, Python, SQL, APIs, CSV / Data Workflows, GitHub, AI-Assisted Development (Claude Code, OpenAI Codex), Agentic Workflows