

MELISSA KUTTNER - Customer Experience Manager

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Residency Status: Australian Permanent Resident

PROFESSIONAL SUMMARY

Customer Operations & Performance Manager with 10+ years of experience leading high-volume teams for global brands like **Uber, Auto & General, Hollard and T-Mobile**. Expert in diagnosing operational bottlenecks and implementing "People-First" strategies that simultaneously reduce Average Handling Time (AHT) and improve employee retention. Passionate about leveraging **Artificial Intelligence (AI)** to modernize workflows. Recently developed "Aurora App," an independent AI-driven project to streamline daily productivity. Bringing a unique blend of operational leadership, L&D expertise, and technical innovation to drive efficiency in Australian organisations.

KEY SKILLS

- **Operational Strategy:** KPI Analysis, SLA Management, Remote Team Management, Change Management.
- **People Development:** Training Design & Facilitation, Performance Coaching, Staff Retention, Recruitment.
- **Tech & Innovation: Generative AI (ChatGPT/LLMs)** for workflow optimisation, Salesforce, Zendesk, SAP, Avaya, SQL, HTML/CSS.

PROFESSIONAL EXPERIENCE

Customer Operations & Experience Lead

MiCasaRenta.co (Startup) Remote / Sydney | Jun 2024 – Present | Fixed term Contract

Responsible for auditing CX workflows, managing bilingual communications, and onboarding new agencies/landlords to the platform to ensure smooth user adoption.

- **Process Optimisation:** Redesigned agency onboarding templates and support articles, improving process clarity and consistency.
- **CX Strategy:** Evaluated platform usability gaps and implemented educational content that streamlined the user journey and reduced support inquiries.

Learning & Development Facilitator

Hollard Insurance Sydney, NSW | Oct 2023 – Apr 2024 | Fixed term Contract

Delivered end-to-end systems training for **150+ agents** across Claims and CBA teams.

Responsible for designing training materials, facilitating large workshops, and evaluating learning effectiveness.

- **Impact on Efficiency:** Accelerated user proficiency for 150+ staff, playing a key role in stabilising Average Handling Time (AHT) targets during the critical post-launch phase.
- **Program Design:** Delivered a rapid upskilling program ensuring minimal disruption to service levels during system migration.

Regional Team Manager

Auto & General Sydney, NSW | May 2023 – Sep 2023 | Fixed term Contract

Managed daily operations for a team of **20 remote and onsite agents** in Motor Claims. Accountable for SLA adherence, recruitment, conducting call audits, and delivering 1:1 performance coaching.

- **Performance Turnaround:** Rapidly diagnosed workflow gaps, implementing immediate quality measures that reduced processing errors and boosted team productivity.
- **Culture & Engagement:** Boosted internal employee satisfaction ranking from last place to 2nd in the region by rebuilding trust and communication channels.

Operations Manager (Training & Quality)

Uber | Barranquilla, Colombia | Jul 2021 – Aug 2022 | Permanent Full-time

Directed Training and Quality operations for **40+ staff** across high-volume accounts. Led weekly stakeholder meetings, managed resource allocation/budgeting, and oversaw the development of supervisors.

- **Performance Framework:** Created and implemented the "Think Powerful" coaching framework, which directly improved AHT metrics and maintained high CSAT scores.
- **Strategic Growth:** Designed a detailed action plan for the PayPal campaign that improved overall quality performance scores significantly in a single quarter.
- **Retention:** Decreased monthly staff turnover by **5%** by designing a new incentive and bonus system aligned with client goals.

Senior Team Manager

T-Mobile Bogotá, Colombia | May 2018 – May 2021 | Permanent Full-time

Supervised a customer service team focusing on call quality and resolution times. Responsible for onboarding new hires, managing KPIs, and leading the transition to remote operations during COVID-19.

- **Leadership Recognition:** Ranked as the Top Team Leader for two consecutive years due to exceptional metric management.

- **Optimisation:** Redesigned the onboarding curriculum for new hires, reducing the "speed to competency" learning curve from 5 months to 3 months.

Aurora Club (Web App) | Creator & Developer Sydney, NSW | 2024 – Present

Link: aurora-club.netlify.app (Digital platform focused on women's empowerment)

- **Overview:** Designed and developed a web-based platform to foster connection and resource sharing for women.
- **AI Implementation:** Leveraged **Generative AI (LLMs)** as a coding partner to accelerate development, debugging, and content structure.
- **Tech Stack:** Built using **HTML, CSS, and JavaScript**, focusing on responsive design and accessible user interface (UI) to ensure a seamless experience across devices.

EDUCATION & CERTIFICATIONS

- **Bachelor's Degree in Business Administration** | IDEAS University (2018)
- **Application Rationalization with SAP LeanIX** | SAP (2025)
- **HTML, CSS, JavaScript Fundamentals** | (2024)
- **Human Resource Management** | Coursera (2023)
- **Six Sigma Yellow Belt** | (2021)

AWARDS

- **Best Team Performance** – Uber (2022)
- **Best Coach of the Year** – T-Mobile (2019, 2020)

VOLUNTEER EXPERIENCE

- **Volunteer English Tutor** | TAFE NSW (Helping migrants build confidence in English).
- **Community Volunteer** | Joy of Giving Australia (Resource sharing initiative).