

# BENJAMIN GREEN

## PEOPLE HELPER & TEAM UNBLOCKER

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📍 Michigan, USA

### IN A NUTSHELL:

The best way to support customers is by making sure they don't need to reach out to support in the first place, through good documentation and product improvements. The best way to support the support team is to make sure they have the tools & abilities to bring meaningful improvements to the customer experience.

### SOME THINGS I'D BRING TO THE GHOST TEAM

- 6 years doing the exact thing you're looking for: removing support work through tooling, automation, docs, and bug fixes
- 6 years work experience on the same fully remote, globally distributed team
- Cheerfulness that my colleagues say is infectious
- Excellence in written communication

### PROVEN SKILLS

- Supporting Customers
- Reading & Troubleshooting JS
- Remote Teamwork
- Writing
- Git & Github
- LLM Prototyping / Snippeting
- Project Management
- WordPress & WooCommerce
- Acting on Customer Feedback

### EDUCATION

**B.S. in Information Science**  
The University of Arizona  
2015

**M.Div.**  
Detroit Baptist Theological Seminary  
2025

### REFERENCES

Ian Misner (former Manager)

ian@kestrel.is

Simon Porter (former Manager)

hello@simonporter.co.uk

Beka Rice

beka@kestrel.is

Max Rice

max@kestrel.is

Marcus Burnette

marcusburnette@gmail.com

### RECENT WORK EXPERIENCE

#### WooCommerce Support Engineer

GoDaddy - 2022-2026

- My team handled the toughest escalated support requests. There was no higher escalation than us—we didn't stop working until the issue was resolved.
- Spent 50% of my time working to reduce future support requests by writing docs, building automations & workflow enhancements, and logging product feedback
  - Wrote >80 internal and external articles to help guide customer experience
  - Built and maintained logging systems to capture feedback from at least 80% of support conversations to ensure that root causes of issues were identified and resolved. This helped customers, frontline teams, and especially product teams
  - Built and maintained workflows that enabled frontline teams to ask questions of escalation teams & engineers, and contributed to answering questions
- Acted as liason between highest value merchants and brand teams
- Committed bug fixes directly and produced code snippets for one-off issues
- Supported other team members' growth with conversation reviews & mentoring to ensure that the team wrote with people-first, positive, and empathetic tone.

#### Customer Support Specialist / Technical Account Manager

GoDaddy - 2020-2022

- I was hired by SkyVerge as a Customer Support Specialist.
- In Oct 2020, when SkyVerge was acquired by GoDaddy, I continued to work in the same role under the title of Technical Account Manager.
- I helped eCommerce merchants with their WooCommerce stores by email.
- I was expected to use at least 10% of my time reducing future support requests:
  - I took customer feedback directly to our product teams, logging feedback on over 90% of the conversations that I owned
  - I wrote >30 public & internal articles, and led whole-team documentation improvement projects that covered more than 200 public articles.
- I developed a passion for people-first support tone, processes and policies.

#### Technical Support Specialist

Jackson Dawson Communications - 2019-2020

- I provided phone and email-based technical support to auto dealerships.
- I supported the use of a sales tool—a hardware kiosk and mobile app.

### ONE MORE THING...

I wanted to make sure to try out Ghost for myself before applying! If you head to [ghost.benj.xyz](https://ghost.benj.xyz) you can find some more information about me. 😊