

# MICHAEL REAGAN

Senior Operations & Customer Support Leader  
Support Ops Leadership | AI-Driven Automation | Operational Performance

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## PROFESSIONAL SUMMARY

- Senior operations and customer support leader with 10+ years of experience scaling customer-facing organizations in high-growth technology environments
- Proven track record of transforming support operations through AI, automation, and system redesign
- Deep expertise owning and improving core performance metrics including CSAT, MTTR, FCR, cost efficiency, and escalation management
- Strong cross-functional leader partnering with Product, Engineering, and SRE teams to resolve root causes and improve customer outcomes
- Hands-on operator who builds data-driven processes, scalable systems, and high-performing teams

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## CORE SKILLS

Customer Support Operations • AI-Driven Workflow Automation • ServiceNow (NowAssist) • Escalation & Incident Management • Capacity & Workforce Planning • Metrics & Analytics (CSAT, MTTR, FCR, SLAs) • Cross-Functional Leadership • Process Improvement • Distributed Team Leadership • Program & Project Management • Knowledge Management • Operational Transformation

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## PROFESSIONAL EXPERIENCE

**Senior Director, Customer Support (Level 2)** | Anywhere Real Estate, *Emeryville, CA*

Aug 2021 – Mar 2026

Led a **Tier 2 Customer Support organization of ~30 employees**, including **3 direct-report leaders**, supporting tens of thousands of customers annually in a mission-critical production environment

- Owned end-to-end performance for **escalations, incident management, service requests, and problem management**
- **Improved CSAT from 3.66 to 3.71** while simultaneously increasing ticket volume and operational complexity
- **Reduced Mean Time to Resolution (MTTR)** for Incidents from **2 days, 23 hours to 20 hours**, and for Service Requests from **4 days to 2 days, 9 hours**
- Drove **AI-enabled operational transformation** through the rollout of **ServiceNow NowAssist**, embedding AI into daily workflows to deliver:
  - Automated ticket summarization for faster context-switching
  - AI-generated resolution notes to reduce agent administrative time
  - Improved assignment accuracy to accelerate initial response

- Delivered measurable improvements in **First Contact Resolution (FCR), MTTR, and agent efficiency**, enabling scale without proportional headcount growth
- Designed and owned **support analytics and dashboards** using ServiceNow and BI tools to proactively manage risk, identify bottlenecks, and guide continuous improvement
- Partnered closely with **Product, Engineering, and SRE** teams to drive root-cause analysis, reduce recurring issues, and inform roadmap priorities
- Built scalable **processes, playbooks, and knowledge management systems** to standardize execution across a distributed team
- Acted as the senior escalation point for high-impact customer and executive issues, maintaining trust and transparency during critical incidents

**Director, Customer Support** | Anywhere Real Estate, *Emeryville, CA*

August 2019 - August 2021

Led Tier 2 customer support operations with accountability for KPIs, SLAs, and quality, focusing on escalation reduction, workflow optimization, and cross-functional collaboration with engineering and product teams.

- Owned KPIs including CSAT, SLA attainment, and quality performance across Tier 2 operations.
- Reduced L3 escalations through targeted training, workflow redesign, and improved cross-team collaboration.

**Sr. Manager, Customer Success** | Anywhere Real Estate, *Emeryville, CA*

March 2016 - August 2019

Managed Tier 3 support and high severity enterprise escalations while administering and optimizing Zendesk, improving case routing, reporting accuracy, and executive level visibility into customer issues.

- Led Tier 3 support and managed high-severity escalations across enterprise customers
- Administered and optimized Zendesk for Success and Support teams, improving routing and reporting accuracy

**Customer Support Manager** | Anywhere Real Estate, *Emeryville, CA*

November 2013 - March 2016

Built and scaled frontline support operations, implementing standardized workflows, Zendesk automation, and knowledge base content to improve operational efficiency and customer self-service.

- Implemented scalable support model and authored knowledgebase content to improve self-service
- Built routing rules and workflows in Zendesk to streamline case handling

## TOOLS & TECHNOLOGIES

### Customer Support & Service Platforms

- **ServiceNow**
- **Zendesk**
- **CXone**
- **Intercom**
- **Mitel**

### Operations, Delivery & Collaboration

- **JIRA**
- **Confluence**
- **Trello**
- **Bitbucket**
- **MS Office 365**

### Analytics, Monitoring & Technical Systems

- **Tableau**
- **GoodData**
- **Google Ads**
- **Datadog**
- **Active Directory**

### AI

- **MS Copilot**
- **NowAssist**
- **Claude**
- **Chat GPT**

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## EDUCATION

### **Bachelor of Science in Business Management**

Western Governors University – Salt Lake City, UT