



Dakota Rattley-Thurman

Details

6001 S. Yosemite St. I 103
Greenwood Village, CO 80111
+1719.362.0114/+1520.499.9341
dakotarthurman@gmail.com

Links

[linkedin.com/in/dakota-thurman-70772069](https://www.linkedin.com/in/dakota-thurman-70772069)

Skills

Customer Service

Team Player

Ability to Work Under Pressure

Decision-Making

Languages

English

French

Spanish

Hobbies

Dog and cat rescue and rehabilitation; Community outreach for DV victims and trafficked women Backcountry hiking, water sports, gardening

Professional Summary

Customer Success professional with 15+ years of experience helping clients achieve their goals through strategic guidance, operational excellence, and relationship-driven service. Proven ability to improve customer experiences, streamline processes, and leverage digital tools and AI to create smarter, more efficient workflows. Adept at translating complex challenges into practical solutions, building trust with stakeholders, and driving long-term retention and growth. Known for combining data-informed decision-making with empathy, adaptability, and a customer-first mindset to deliver measurable business outcomes.

CORE COMPETENCIES

Customer Service Orientation · Records Management · Adaptability & Stress Tolerance · Strategic Problem Solving · Technical Communication · Customer Experience Optimization · High-Level Calendar & Inbox Management · Contract / Vendor File Maintenance · De-Escalation Training · Content Creation · Digital Design · Time Management

2023-2026 Sabbatical - Personal Caregiver to Mother until her Passing.

Commercial Real Estate Specialist at D. Capital Investment Solutions LLC., San Francisco | San Diego

2020–2023

Supported companies and independent real estate agents with scheduling, showings, and document preparation.

Provided consistent, high-quality service across phone, email, and live chat platforms, maintaining a 98% customer satisfaction rating.

Analyzed client feedback to improve service delivery and enhance customer experience.

Lead Care Concierge at Totemic Labs LLC, San Francisco

2019–2020

Served as a key liaison between elderly clients and cross-disciplinary teams.

Contributed to the launch of AI-powered home monitoring systems developed at Stanford.

Built trust with clients through active listening and clear communication.

Delivered healthcare-grade service with a consumer-focused experience

Supported operations backed by Khosla Ventures, Y Combinator, and Lightspeed Capital.

Administrative Services Manager at San Diego Chamber of Commerce, San Diego

2013–2014

Delivered professional front-desk services and facilitated cross-departmental communication.

Handled complex customer complaints with professionalism and efficiency, resulting in improved retention and positive post-interaction feedback.

Oversaw executive scheduling, meeting planning, and detailed report generation.

Established and maintained efficient office procedures and processes, resulting in a 22% reduction in administrative costs

Administrative Assistant I & II at Microbusiness Advancement Center, SBA, Tucson, AZ

2010–2012

Managed executive scheduling, CRM systems, HR functions, and high-level reporting for the CEO.

Delivered prompt, empathetic support to a high volume of customers daily via phone and email, resolving 92% of inquiries on first contact and consistently exceeding satisfaction benchmarks.

Recruited, trained, and mentored admin staff, enhancing team performance and efficiency.

Education

Associates Degree in Geography, Pima College, Tucson

2009—MAY 2010

TECHNICAL TOOLS

- Customer Relationship Management (CRM): Salesforce, HubSpot, Microsoft Dynamics
- Customer Success Platforms: Salesforce, ChurnZero, Totango
- Customer Onboarding & Lifecycle Management

Project & Collaboration

- Project Management: Asana, Monday.com, Trello
- Collaboration Platforms: Microsoft Teams, Slack
- Virtual Presentation & Meeting Tools: Zoom, Google Meet, Microsoft Teams

Support & Service Tools

- Zendesk, Freshdesk, Jira Service Management
- Knowledge Base & Documentation Management
- SaaS Product Support & Technical Troubleshooting

Data & Analytics

- Data Analysis & Reporting
- KPI Tracking & Customer Health Metrics
- Microsoft Excel (Advanced) & Google Sheets
- Business Intelligence Tools: Tableau, Power BI, Looker
- Basic SQL & Data Querying

Automation & Digital Tools

- AI-Powered Productivity Tools
- Workflow Automation & Process Optimization
- API & System Integration Fundamentals

AWARDS & RECOGNITION

- Two-Time Southern California Regional Sales Award Winner