

Chris Widner

CX Operations & Customer Experience Leader

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PROFESSIONAL SUMMARY

CX Operations leader with 20+ years scaling Customer Experience and Support organizations across B2B, SaaS, and technical, developer-facing environments. Distinguished by hands-on technical fluency: writes and tests code, leads root-cause analysis into engineering-level fixes, and has directly managed technical support alongside customer support. Builds the operational backbone, playbooks, KPI frameworks, and data infrastructure that let CX orgs scale through hypergrowth without proportional headcount, including a 10x ARR increase on 3x headcount at Dyn and 169% support volume growth at DDI.

EXPERIENCE

DDI | Pittsburgh, PA (Remote)

Aug 2021 – May 2026

Global leadership consulting firm helping organizations hire, develop, and promote leaders

Manager, Frontline Support

Aug 2023 – May 2026

- Held full ownership of the customer support function, including Tier 1/2 technical support and the ticketing system administrator; partnered closely with Product, Engineering, and Project Management on systemic fixes and roadmap input.
- At the request of the SVP of North American Operations, stepped out of an operations role to rebuild a reactive support function into a customer-centric operation with defined quality standards, raising customer satisfaction from 87% to 93% during 169% growth in support volume; earned DDI's companywide Leadership Award in 2024 for this turnaround.
- Designed performance dashboards and KPI tracking systems from the ground up, giving leadership real-time visibility into team efficiency, response trends, and customer health signals previously unavailable to the organization.
- Applied root-cause data analysis to trace 50%+ of support volume to systemic drivers; secured executive buy-in and led a combined code and business process change that eliminated root causes and directly increased support team capacity.
- Built and maintained a live AI-assisted self-service deflection tool that reduced repetitive ticket volume and freed team capacity for complex customer issues.
- Expanded support coverage to 24/5 with weekend availability while improving first response time by 72%, scaling service quality without proportional headcount growth.

Program Manager, Operations Automation

Aug 2021 – Aug 2023

- Designed and deployed two pricing tools that standardized an inconsistent process, cutting cycle time by 50% and simplifying options for internal teams and customers.
- Managed end-to-end implementation of Microsoft Dynamics for scheduling, replacing a vulnerable legacy system and establishing data governance and security controls.
- Coordinated with global offices to drive consistent tool adoption supporting the opportunity-to-cash workflow; designed change management processes to ensure data integrity and usage compliance across functions.

IPinfo.io | Seattle, WA (Part-Time Contract)

Jan 2020 – Present

Internet data company delivering IP intelligence via API to a global developer and enterprise user base

Founding Support Manager

Jan 2020 – Dec 2021

- Founded and ran IPinfo's customer support function part-time for two years, alongside a full-time executive role at Quality Ironworks, designing and documenting support processes and standardizing ticket handling for a developer-centric API user base.
- Reduced average response time from 15 hours to 6 hours while ticket volume grew 300%, before handing off to a full-time hire as the function outgrew part-time capacity.

Technical Support Engineer (~10 hrs/wk)

Dec 2021 – Present

- Writes and tests code to reproduce, diagnose, and resolve technical issues reported by developer customers.

Quality Ironworks | Dallas, TX

Nov 2014 – Aug 2021

Ornamental and structural steel fabrication company, among the largest ornamental fabricators in Texas

Head of Business Technology & HR

- Sat on the company's 5-person executive leadership team, reporting directly to the Founder/CEO; served as the sole in-house technical authority for the single-site operation, directing the outsourced IT/BPO relationship and supplemental contractors, with budget authority over the technology function.

- Key contributor to a company-wide financial turnaround from near-bankruptcy to record profitability over four years by modernizing technology and operational infrastructure.
- Saved \$700,000+ annually by automating two labor-intensive positions (\$100K) and personally designing and building a full-stack scheduling application (HTML/JS/CSS, Node.js, Express, SQL) that eliminated \$600K in manual scheduling labor.
- Implemented MIS system and performance dashboards, establishing real-time data visibility and remote access for field staff and operations leadership.
- Reduced employee turnover by 45% and time-to-hire by 40% through restructured recruiting and satisfaction programs.

J.Hilburn Men's Clothier | Dallas, TX

Sept 2013 – Oct 2014

Luxury custom menswear company, sold online and through personal stylists

Director of Client Services

- Automated key customer care processes, eliminating \$500,000 in annual labor costs and redirecting team capacity to higher-value customer engagement.
- Implemented a case management system with standardized workflows and service standards, improving team efficiency by 130%.
- Redesigned operational workflows to reduce call abandonment by 95% and improve email response times by 53%.
- Analyzed sales training effectiveness, surfacing critical deficiencies that drove development of an improved, measurable program, demonstrating cross-functional influence without direct authority.

Dyn | Manchester, NH

Mar 2006 – Sept 2013

Cloud-based Internet Performance Management (IPM) and DNS provider (acquired by Oracle, 2016)

Director of People Operations

Jan 2011 – Sept 2013

- Built the HR department from the ground up, scaling headcount from 120 to 450+ employees to support rapid expansion across US and EMEA offices.
- Revitalized performance management frameworks; contributed to Inc. Magazine “Best Places to Work,” Business NH Hall of Fame, and WorldBlu “Most Democratic Workplace” recognition.
- Produced and organized Dyn's CultureCon employer-branding event for 2+ years, coordinating outside guest speakers and drawing regional press coverage (NH Public Radio, Business NH Magazine).

Director of Customer Operations (Manager of Customer Operations, 2006–2008)

Mar 2006 – Jan 2011

- Directed a 24/7 global customer support organization of 30+ across three functions, e-commerce (abuse, billing, and support), enterprise support, and sales engineering, spanning US and EMEA locations, scaling to sustain a 10x ARR increase on only 3x headcount while serving 4M+ e-commerce clients and 3,000 enterprise accounts including Netflix, Spotify, Amazon, and MSNBC.
- Personally engaged in sales engineering and served as a technical escalation point for select enterprise accounts, including Amazon.
- Improved ticket response times 30% during exponential growth through triage workflows, escalation playbooks, and performance management frameworks.

EDUCATION & CERTIFICATIONS

Texas State University — BA, Communications / Advertising | Minor: Psychology | 2004

IBM AI Product Manager, SkillUp | Oct 2025

Certified ScrumMaster® (CSM®), Scrum Alliance | 2025

TECHNICAL SKILLS

Platforms & Tools: Zendesk, ChurnZero, ServiceNow, Salesforce, Microsoft Dynamics, Jira

Languages & Databases: Node.js, SQL, KQL, JavaScript, HTML/CSS

Methodologies: Agile, Scrum

AI: IBM AI Product Manager certified; hands-on builder of agentic AI tooling (production Claude/MCP system at IPinfo, AI deflection tool at DDI); maintains a home AI lab for local model experimentation