



Joy  
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Dear Hiring Team,

I've built my career on diving headfirst into challenges, learning fast, and making an impact wherever I go. Whether leading customer support teams, building automations to streamline workflows, helping launch new products, or stepping into marketing to lead a massive rebrand, I bring curiosity, energy, and a drive to create solutions that actually work for people.

I started in customer support, where I learned that the best way to understand products is to listen to the people using them. From there, I grew into leadership roles where I managed teams, coached teammates, and focused on improving engagement and response times. I've led in-person training, developed internal documentation, and built scalable processes that stuck because they made life easier for the team.

My curiosity for how things work pushed me into product and operations. As a Scrum Master, I worked directly with designers and engineers to bring new features to life, even stepping in to redesign an internal tool myself using Figma and Miro. I helped drive AI initiatives, like an "ask me anything" tool and a document scanner for CPA audits, and built end-to-end Jira automations that cut down manual work while increasing accuracy.

Most recently, I dove into marketing, the department I had worked with the least. I quickly became the project manager for a major product launch and rebrand. I built new workflows, tracked dozens of moving parts, and created buy-in across the team. The result was a flawless launch that landed on time and energized the company. That experience reminded me how much I enjoy learning something new, building relationships across departments, and delivering outcomes that matter.

What ties all of this together is that I thrive in fast-paced environments where I can wear different hats, connect with different teams, and grow through each challenge. I'm proud of how adaptable I've become, and I believe that mix of CX leadership, product thinking, AI workflow building, and marketing project management gives me a unique perspective that I can bring to any role.

More than anything, I care about people. I want to build systems that help teams do their best work and give customers the experience they deserve. That's what drives me, and that's what I'd be excited to bring to your team.

All the best,  
Joy Wilson