

Michael Mizrahi

Operations leader in tech with cross-functional experience building support teams. I've got a strong product, technology, and design sense, and appreciate the details.

I live in San Francisco, California.

UNDISCLOSED

2019–

HEAD OF GLOBAL SUPPORT

Building a product support organization for a globally scaling business.

Uber

2013–2018

SENIOR OPERATIONS LEAD, ADVANCED TECHNOLOGIES GROUP

Designed and managed customer service, trip experience, incident management, and road operations for self-driving vehicles across launch markets.

CHIEF OF STAFF & TECHNICAL ADVISOR TO SVP, COMMUNITY OPERATIONS

Built worldwide network of in-house and outsourced contact centers across 25 sites, 20k+ agents, and 20+ languages, servicing millions of customers 24/7.

Led teams responsible for realtime outage management, global help properties, product development, product migrations, and third-party platforms.

SUPPORT SPECIALIST, PROCESS, RESOURCE, & OPTIMIZATION TEAM

Established policies and processes to scale global customer support functions. Central point-of-contact for regional teams and executive leadership.

SENIOR OPERATIONS MANAGER, NEW YORK CITY

Developed acquisition strategies, led global marketing campaigns, and launched products, including uberTAXI and UberRUSH. Built 100+ agent NYC support team.

GroupMe

2011; 2012

COMMUNITY MANAGER & SUPPORT

Supported an international user base, including user testing and quality assurance. Developed business through campus outreach programs and product launches. *GroupMe was acquired by Skype/Microsoft in August 2011.*

University of Connecticut

2008–2012

BACHELORS DEGREE