



SKYLER EVANS

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VICE PRESIDENT, CUSTOMER EXPERIENCE

Transformational senior leader of Global Customer Experience (Analytics, Product & Operations) with 15+ years of progressive leadership across entertainment, healthcare, property management, and technology. Proven track record of scaling global CX ecosystems into data-driven, AI-powered engines through digital innovation, operational excellence, and human-centered leadership.

Specializes in Voice of the Customer (VoC) transformation, predictive analytics, AI-driven automation, and real-time feedback loops that align product, operations, and technology around customer-centric growth.

Known for turning complex datasets into compelling narratives that influence C-Suite and board decisions, while empowering cross-functional teams, leading through disruption, and delivering personalized omni-channel experiences. Recognized for building high-performing global teams, instilling data-informed decision-making, and consistently translating vision into measurable impact across high-growth and enterprise environments.

A collaborative, innovative, and strategic leader who has shown value through:

- **Delivered 96% CSAT with 85% response rate** across organizations ranging from VC-backed startups to a Fortune 500 company.
- **Reducing annual service delivery costs by 38%** by executing AI-driven CX transformation, automating 50%+ interactions through cloud solutions and deploying targeted predictive analytics.
- **Generated \$10M+ in annual savings** by leveraging VoC analytics to identify high-impact pain points, optimize digital product experiences, enhance business policies, automate reverse logistics and eliminate service bottlenecks.
- **Expanded global CX operations across five continents** by executing hybrid workforce strategy, optimizing vendor partnerships, and balancing global team scalability.

AREAS OF EXPERTISE

CX Strategy | Budgeting | ROI Analysis | AI & Automation | Analytics | Global Operations | Cost Optimization | Digital Transformation | Vendor & BPO Management | Workforce Scaling | Forecasting | Customer Retention | Predictive Analytics | Omnichannel Support | AWS Cloud Solutions | CRM Optimization | Performance Metrics | Change Management | Cross-Functional Leadership

PROFESSIONAL EXPERIENCE | KEY ACHIEVEMENTS

CONSILIUM

Designs, implements, and manages customer experience technology solutions for global brands. Specializes in AI, automation, cloud platforms, omnichannel support, and predictive analytics to optimize engagement.

VICE PRESIDENT, CUSTOMER EXPERIENCE

JUN 2024 – AUG 2025

Champions customer experience transformation for SMB and Enterprise clients across Fintech, Healthcare, Airlines, Banking, Entertainment, and Global Outsourcing. Pioneers in AI-powered customer solutions, leveraging machine learning, event-driven architectures, and unified customer profiles to enhance CX while optimizing operational costs.

- **Cut costs by millions and achieved 96% CSAT with 85% Response Rate** for multiple clients by implementing AI-driven solutions using ML, event driven workflows, and unified customer profiles to optimize CX.
- **Strengthened customer retention** by partnering cross-functionally (Marketing, Product, Engineering, Finance) for journey-mapping, deploying predictive analytics and self-service solutions, enhancing proactive engagement, and improving speed to resolution time by 25%.

MEDIFAST

Medifast (NYSE: MED) is a health and wellness company offering weight management and lifestyle solutions through OPTAVIA®. Partnering with LifeMD® (Nasdaq: LFMD) provides access to virtual primary care and GLP-1 medications where clinically appropriate.

SENIOR DIRECTOR, GLOBAL CONTACT CENTER OPERATIONS

FEB 2020 – JUN 2024

Orchestrated enterprise-wide customer service transformation, structuring \$18M budget and leading 500-member team across nine geo locations in NorAm, LatAm, APAC, and EMEA. Scaled multilingual support operations while integrating AI, NLP, and AWS-driven automation to enhance CX, reduce costs, and drive operational efficiency.

- **Saved \$10M annually** by optimizing carrier partnerships, fulfillment technology, policy enhancements, customer service automation, and streamlining returns management.
- **Reduced service delivery costs by 38%** by implementing AWS-based Amazon Connect, automating 50% of interactions while maintaining 96% CSAT through infrastructure integration with strategic partner.

TASKEASY

TaskEasy connects property service contractors with customers through a technology-driven platform. Operating nationwide, it standardizes pricing and has completed millions of tasks across 12,000 cities.

DIRECTOR, NATIONWIDE CONTRACTOR OPERATIONS

DEC 2018 – JAN 2020

Architected nationwide contractor operations, facilitating \$5M budget and 150 direct reports while managing performance of 14,000 insured contractors across 50 states. Propelled initiatives to enhance contractor efficiency, customer experience, and nationwide scalability.

- **Heightened contractor earnings by 20%** by implementing Google Maps-integrated routing algorithms, optimizing drive time, reducing costs, and maximizing daily job capacity.
- **Maximized fulfillment for 1M+ annual jobs** across 800K properties in 12K cities by scaling contractor network operations, ensuring seamless execution and customer satisfaction.

NETFLIX

Netflix delivers entertainment to over 300 million paid members in 190+ countries.

SR OPERATIONS MANAGER, GLOBAL CUSTOMER SERVICE

DEC 2015 – AUG 2018

Responsible for 700+ teammate internal site: Tier 1 Support (phone & chat), Tier 2 Technical support, Corporate Resolutions & Social Support.

- **Oversaw R&D function and achieved 96% CSAT:** A/B T-Test methodology; used stratified experimenting model to optimize agent behaviors & tech tools; uplifting agent & customers experiences.
- **Reduced annual attrition by 25%** by establishing a culture and working environment where top talent, free of distraction, could focus on achieving desired outcomes, while feeling connected with the brand and mission.

SR VENDOR MANAGER, GLOBAL CUSTOMER SERVICE

OCT 2013 – DEC 2015

Managed three outsourced partners across six North American service centers, chat & voice channels: 1500 teammates, \$25M annual budget.

PRIOR EXPERIENCE

NETFLIX: Site Manager, Vendor Manager, Sr Supervisor, Supervisor (2009-2013)

EDUCATION & PROFESSIONAL DEVELOPMENT

BACHELOR OF SCIENCE | Business Administration (with Distinction) | Western Oregon University

INTERNATIONAL BUSINESS | Oregon State University

CERTIFICATIONS | AWS Certified Solutions Architect, AWS Certified Cloud Practitioner

SYSTEMS | Salesforce, Zendesk, Amazon Connect, NICE InContact, RingCentral, ServiceNow, HubSpot, AWS, SAP, Oracle, Tableau, Qualtrics, Home-grown CRM/VOIP, Apollo.io, Google Suite, Microsoft Suite

AWARDS | Nominated: Forty Under 40 Award: Utah's Rising Stars

VOLUNTEER | Mentor: Big Brothers Big Sisters of America