

KOLTON PRYMULA

Miramar Beach, FL • hire@kolton.net • [linkedin.com/in/kprym](https://www.linkedin.com/in/kprym)

SUMMARY

I build calm, scalable operations that make teams faster and customers happier — and I've done it at every level, across every industry I've worked in. At Calendly, I own the CX performance architecture for a global 100+ agent support organization: the KPI frameworks, reporting infrastructure, escalation design, and tooling that leadership and teams rely on daily. I translate frontline data into executive strategy, drive revenue through programs like Sales Assist, and build the systems that scale. **I don't maintain operations; I rebuild them.**

AREAS OF EXPERTISE

CX Strategy & Operations • KPI & Performance Architecture • Workforce Management • Incident Management
Team Leadership & Coaching • Revenue-Driven CX • Executive Reporting & Dashboarding • Process Standardization
Zendesk • Salesforce • HubSpot • Assembled • Zapier • Hex • Looker • Jira • Google Workspace • WordPress • HTML/CSS

EXPERIENCE

Calendly — Remote | Nov 2020 – Present

Promoted four times in five years — from IC to Manager, building the operational foundation along the way.

Manager, Customer Experience | Apr 2025 – Present

- Own the full CX program strategy and daily operations for a global 100+ agent support organization; serve as the connective tissue between support, sales, product, and leadership
- Built and own the KPI architecture across volume, CSAT, one-touch resolution, handle time, chat acceptance, adherence, scheduled utilization, and solves per hour — turning a reactive reporting environment into a predictive performance system
- Own and operate Sales Assist — a revenue-driving live chat program that converts non-sales-qualified leads with purchasing intent (10 or fewer seats) into closed business; track conversion rate, ACV, and attributed ARR
- Deliver executive-level reporting via Looker and Hex; surface trends, risks, and opportunities in formats that drive roadmap decisions and resource planning
- Manage workforce scheduling and capacity planning via Assembled; ensure coverage alignment across a 24/7 global org across three shifts
- Launched consultative enablement training that elevated team quality scores and improved Sales Assist conversion outcomes
- Lead and develop a team of managers and ICs; built a coaching culture grounded in accountability, clarity, and trust

Support Operations Specialist | Mar 2023 – May 2025

- Served as the operational backbone of a 24/7 global support org; owned reporting, process design, and escalation frameworks across three shifts for 100+ agents
- Built reporting infrastructure across 15+ data sets; gave leadership real-time visibility into performance where fragmented data had previously made it impossible
- Designed and launched the real-time escalation process for urgent call support; became the primary point of contact for all executive escalations across every channel
- Proactively identified operational gaps through data analysis and converted them into playbooks and process improvements before they became leadership problems

Senior Product Specialist | Sep 2021 – Mar 2023

- Led cross-functional CX initiatives during a 120%+ department headcount expansion in under 8 months; kept quality and operations stable through the hypergrowth period

- Built the Jira-based escalation and bug-tracking system that became the org-wide standard for CX incident management
- Earned the organization-wide “Strives for Excellence” award (January 2023)

Product Specialist | Nov 2020 – Sep 2021

- Consistently exceeded performance metrics and CSAT benchmarks in a high-growth support environment; supported onboarding and team consistency during rapid scale

L'OCCITANE Group — US & Canada | May 2017 – Apr 2020

Retail Operations Specialist, North America | 2019 – 2020 | New York, NY

- Oversaw operational compliance and performance across 230+ US and Canada boutiques; served as the field-to-HQ bridge for process, talent, and same-store sales performance opportunities
- Reduced store supply and contract costs by >30% through strategic vendor renegotiations across the US & Canada portfolio

Flagship General Manager, Buckhead Atlanta | 2018 – 2019 | Atlanta, GA

- Led the brand's largest North American flagship (4,300 sq ft) — including the brand's first North American mini-spa integration — within The Shops at Buckhead Atlanta
- Increased NPS by 47% within six months through service framework redesign and hands-on talent development
- Provided district-level operational support across 17 Southeast locations including grand openings, training rollouts, and performance intervention

Assistant Store Manager | 2017 – 2018 | Miramar Beach, FL

- Ranked #1 in North America for sales growth vs. prior year; drove +15.7% above forecast through clienteling and repeat vacation-client relationships
- Offered direct transfer to the Buckhead Atlanta flagship based on performance — following the store's pre-determined closure

PRIOR EXPERIENCE

The 30A Company — Brand Ambassador & Sales Associate | Oct 2016 – Feb 2018 | Santa Rosa Beach, FL

- Ranked #1 in sales volume Q1–Q2 2017 across all store locations; represented the brand through pop-up activations and community events beyond the retail footprint

Wyndham Vacation Ownership — Guest Services & Resort Activities | Dec 2015 – Sep 2016 | Panama City Beach, FL

- Owned complex guest escalations and service recovery at a 260+ unit beachfront resort; expanded role to cross-department operations based on demonstrated performance and technology aptitude

NCR Corporation — Production Scheduler | Sep 2014 – Dec 2015 | Greater Atlanta, GA

- Coordinated high-volume manufacturing production schedules; translated cross-functional demand from sales, logistics, and procurement into daily operational plans that protected SLA

EDUCATION

Gulf Coast State College — Panama City, FL | Associate of Arts (A.A.)