

Justin Channel

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SKILLS

Customer Support & Troubleshooting | Live Chat & Phone Support | CRM & Ticketing Systems | Self-Starter & Remote Work | Time Management | Leadership

WORK EXPERIENCE

CEO & Founder

Dryfter Bloom Enterprises - Remote

Feb 2019 – Present

- Founded a digital media brand focused on remote work and technology, delivering on-demand resources and tools to a global community of SaaS users.
- Authored SEO-driven gear guides and knowledge base articles, increasing self-service adoption and reducing incoming support inquiries by 30 %.

Website Specialist II

GoDaddy - Remote

Aug 2022 – Apr 2023

- Guided a portfolio of customers in building and optimizing websites using WordPress and other SaaS CMS platforms; provided technical troubleshooting and personalized consultations via phone, email and live chat.
- Leveraged upsell opportunities while maintaining high CSAT scores, contributing to a 25 % revenue increase.
- Recognized company-wide for top-performing website designs and customer service excellence.

Creative Media Specialist / Technical Support

Apple - Remote

Jun 2013 – Nov 2020

- Guided users through troubleshooting hardware and software issues across phone and chat, strengthening customer confidence and reducing escalations.
- Cross-trained across multiple departments, contributing to a 15 % reduction in support tickets through proactive knowledge sharing.

EDUCATION

Collins College - Tempe, AZ

Bachelor of Arts - Game Design and Development