

JANACEH BLACKWELL

AI OPERATIONS | WORKFLOW AUTOMATION | SUPPORT OPERATIONS

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SUMMARY

Built practical, human-in-the-loop AI workflows at Zoro that convert call summaries into structured NetSuite notes, improve product and part search and mispick verification, and standardize customer communications. Operations professional with 10+ years across e-commerce support, SaaS and UX research, mortgage processing, multifamily property operations, insurance claims, and 911 dispatch. Skilled at mapping messy processes, finding failure points, prototyping repeatable workflows, documenting guardrails, and partnering across teams to improve speed, quality, adoption, and customer experience.

CORE SKILLS

Applied AI Workflow Prototyping | Prompt Design and Evaluation | Human-in-the-Loop QA | Process Mapping | Root Cause Analysis | Workflow Documentation | Change Enablement | Support and Customer Success Operations | Cross-Functional Collaboration | Quality Metrics | Continuous Improvement | CRM and Ticketing Workflows

TOOLS: ChatGPT | Gemini and Gemini Gems | Five9 Agent Assist | NetSuite | Five9 | Salesforce | Zendesk | Slack | Google Workspace | Shopify | HTML/CSS/JavaScript | Agile

SELECTED AI AND OPERATIONS PROJECTS

- **AI call-summary-to-CRM workflow:** Designed a Gemini prompt workflow that converts Five9 Agent Assist summaries into concise NetSuite notes organized by customer reason, action taken, and resolution, reducing repetitive after-call documentation and improving consistency.
- **Search and verification copilots:** Built custom Gemini Gems for product and part search and mispick verification, using human review before order actions to support faster, more accurate decisions.
- **Support communication enablement:** Created a ChatGPT-assisted prompt library and reusable call-language templates for greetings, holds, ownership statements, transfers, closings, and complex email scenarios; aligned outputs to Zoro customer-service standards.
- **QA and operational improvement:** Developed a case tracker and QA improvement strategy adopted across the team; increased personal QA score 14% over six months and used throughput and recurring-issue patterns to refine workflows.

PROFESSIONAL EXPERIENCE

Zoro.com (Grainger e-commerce marketplace) | Remote | Aug 2023 - Present

Senior Customer Support Specialist | Oct 2025 - Present

Escalation Specialist, Concurrent Stretch Assignment | Nov 2025 - Mar 2026

Customer Support Representative | Aug 2023 - Oct 2025

- Manage a blended phone and email queue (approximately 40% calls and 60% case work), resolving 60+ B2B and B2C cases per day across orders, fulfillment, billing, returns and RMAs, replacements, refunds, and product questions while maintaining 95%+ CSAT.
- Investigate complex and escalated cases end to end by reconstructing timelines, validating order and product data, identifying process failures, and coordinating with AR, Order Management, logistics, vendors, and other teams.
- Reduced ticket escalations 20% by surfacing recurring friction and collaborating cross-functionally on customer-facing process improvements.
- Support large-account needs including invoicing discrepancies, manual credits, order blocks, and EDI onboarding; document decisions, ownership, and next steps in NetSuite.
- Work daily in NetSuite, Five9, Five9 Agent Assist, Slack, and Gmail; track case throughput, QA patterns, and recurring issue drivers to improve speed, quality, and documentation consistency.

Sauce Labs | Remote | Dec 2022 - May 2023

Open Source and SaaS UX Research Fellow

- Collected and analyzed qualitative user feedback to identify onboarding and workflow friction; translated findings into actionable recommendations for product and engineering partners.
- Improved internal resources and documentation based on usability findings, strengthening the first-use experience and making research insights easier for teams to apply.

Keller Mortgage | Remote | Aug 2020 - May 2022**Senior Mortgage Loan Processor**

- Managed the full lifecycle of 40-50 purchase and refinance loans monthly, interpreting complex investor guidelines and coordinating borrowers, underwriters, closers, realtors, and third-party vendors.
- Cut average file-to-close time by five business days through proactive pipeline management, early issue identification, and standardized follow-up.
- Maintained accurate CRM records and real-time stakeholder updates while meeting compliance and documentation requirements.

SunTrust Mortgage | Jul 2016 - Apr 2019**Senior Mortgage Loan Processor**

- Investigated borrower documentation, credit reports, employment verification, and loan conditions for conventional, FHA, and VA files under FNMA and FHLMC guidelines.
- Resolved file conditions and expedited closings by coordinating across borrowers, loan officers, underwriters, and vendors.

ADDITIONAL OPERATIONS AND LEADERSHIP

Black Tech Denver | Sep 2022 - Present**Founder and Community Organizer**

- Build community and knowledge-sharing programs for underrepresented technology professionals; coordinate events, communications, and contributors across the local technology ecosystem.

Earlier Operations Experience | 911 Dispatch, Insurance Claims, and Multifamily Property Operations

- Built a foundation in high-stakes triage, investigation, standards enforcement, and stakeholder coordination; improved occupancy from 78% to 96% at one community and from 80% to 99% at another through hands-on operating improvements.

EDUCATION AND TECHNICAL TRAINING

General Assembly | Software Engineering Immersive | 2019

Generation USA | Junior Web Developer Program | 2022

Technical foundation: HTML, CSS, JavaScript, responsive web development, Agile workflows, user-centered design, and sprint-based delivery.