

REED BAYLIN

Customer Support & Operations Leader

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Ask my AI about me

Customer support and operations leader with 13+ years across SaaS, IT, regulated retail, and nonprofit teams. Resolves what others escalate: 50+ technical tickets a week, root-cause work alongside Product and Engineering, and calm, on-the-spot fixes for frustrated customers. Most recently promoted onto a leadership track running daily operations, hiring, training, and compliance for a multi-channel retail business. Fluent in Jira, Confluence, Salesforce, and POS systems.

EXPERIENCE

Green Thumb Industries — RISE Bethesda | Bethesda, MD

Leader in Training

Jun 2025 – Feb 2026

Patient Care Specialist

Jan 2025 – May 2025

- Ran daily operations as Leader on Duty for a state-regulated dispensary across in-store, curbside, drive-thru, and delivery: floor coverage, delegation, and compliance with security and inventory procedures.
- Promoted to the leadership track within five months; supported hiring, onboarding, training, and scheduling, and coached teammates with direct feedback and accountability to exceed performance targets.
- Owned customer and patient escalations end to end, resolving issues on the spot, while managing cash handling, payment processing, and discount procedures with accuracy.
- Partnered with leadership on promotions and regional programs to lift sales and engagement; monitored inventory and coordinated product intake and verification (Metrc, Dutchie).

Search BizAthletes | Remote

Recruiter

May 2023 – Feb 2024

- Sourced and placed candidates through LinkedIn Recruiter, consistently meeting hiring targets across roles and levels.
- Defined precise role profiles with hiring managers and coached candidates through interview prep, lifting success rates.
- Drove business development and referral outreach that strengthened partnerships and kept the talent pipeline full.

Simplr | Remote

Technical Support Engineer

Apr 2022 – Apr 2023

- Resolved 50+ tickets a week for a SaaS employee-intranet platform as the primary bridge between customers and Product.
- Wrote Jira/Confluence documentation that cut troubleshooting time, kept the team inside SLAs, and lifted satisfaction.
- Trained new hires and collaborated cross-functionally on system enhancements that improved efficiency.

Higher Logic | Arlington, VA

Senior Customer Support Specialist

Jan 2020 – Apr 2022

Customer Support Specialist

Jan 2017 – Jan 2020

- Promoted to Senior after three years; consistently exceeded KPI targets for productivity, quality, and customer experience.
- Managed 50–60 cases a month with disciplined root-cause analysis (reproduction steps, screenshots and video, clean Jira tickets) so engineers could fix issues fast.
- Led escalations: scheduled calls, pulled in Implementation, CSM, Sales, Product, and Engineering, and owned all updates.
- Represented the Online Communities support team on the Product Decision Team in an Agile process, advocating for customer feature requests; in-depth expertise in the Online Community product.

EARLIER CAREER

Helpdesk Specialist | Trusted Mission Solutions, McLean, VA

2015 – 2017

Supported customized systems (Capital Access Financial System); assisted developers and troubleshoot end-user issues.

Technical Support Analyst | LivingSocial, Washington, DC

2013 – 2015

IT support for a fast-moving tech company: Windows/Mac setup, Active Directory, hardware and network repair, inventory.

Neighborhood Corps Program Assistant | Serve DC, Washington, DC

2012 – 2013

Co-taught a 16-hour CERT emergency-response course; ran outreach, inventory, and CPR scheduling; Red Cross liaison.

SKILLS & EDUCATION

Operations: Escalation management · Root-cause analysis · Onboarding & training · Team leadership · Cash handling

Systems: Jira · Confluence · Salesforce · Greenhouse · Dutchie · Metrc · POS & retail software · Active Directory · MS Office

Education: Towson University — coursework in General Studies