

Nana Yaw Ohemeng-Tinyase

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PROFESSIONAL EXPERIENCE

Pandora A/S

Columbia, MD

Senior Vendor Success Manager, Customer Experience

Jan 2025 – Present

- Own program management of a ~\$15M+ multi-vendor contact center portfolio across North America; led global RFP and contract negotiations to implement a champion-challenger BPO model, reducing annual support costs by \$3M while improving quality and operational resilience
- Built vendor performance scorecards and governance framework (QBR/MBR cadences, OKR tracking across CSAT, NPS, FCR, AHT, and cost-per-contact), lifting NPS +8 points within one quarter and establishing executive reporting to Director and VP-level sponsors
- Led technical delivery of Salesforce Einstein AI for agent-assist and intelligent case routing, partnering with D&T through requirements, UAT, and phased rollout; improved first-contact resolution and reduced handle time

Manager, Customer Experience

Sep 2023 – Jan 2025

- Managed cross-functional programs spanning a BPO vendor site, in-house escalation teams (retail, eCommerce, social), and technology partners, improving CSAT 15% and NPS 30% YoY
- Built capacity planning and dynamic staffing models for peak periods (Valentine's, Mother's Day, Holiday), coordinating across Finance, Vendor Ops, and WFM to cut overtime costs 15% while maintaining SLAs during 30% volume surges
- Led end-to-end delivery of Salesforce Commerce Cloud "Order on Behalf" capability encompassing requirements, stakeholder alignment, UAT, change management, and phased rollout, transforming CX from cost center to revenue channel

Rent the Runway

New York, NY

Team Manager, Customer Experience

Dec 2022 – Aug 2023

- Managed a 20-person support team while driving operational efficiency programs, achieving a 20% gain in contacts per labor hour through data-informed workforce management and process redesign
- Launched SMS as a net-new contact channel for styling advice, managing vendor coordination, operational readiness, and rollout to expand omnichannel support capabilities and improving customer accessibility
- Partnered with Product and Engineering to refine self-service flows and knowledge base, deflecting 10% of repeat inquiries and lifting first-contact resolution by 6 points through data-driven coaching and process improvements

Instacart

Atlanta, GA

Product Specialist, Product Operations

Jun 2021 – Jun 2022

- Triaged and analyzed product bugs and customer escalations via Jira across Engineering, Product, and Support, reducing average resolution time by 25% through refined escalation frameworks and stakeholder coordination
- Built SQL-based dashboards in Looker to track feature adoption and user behavior, informing A/B tests that improved retention by 5 points
- Collaborated within a Product Pod to synthesize voice-of-customer feedback into prioritized backlog proposals, driving adoption of 3 roadmap items by Product and Engineering leadership

Customer Experience, Team Lead

Sep 2019 – Jun 2021

- Led a specialized team of 10–15 agents handling customer and retail partner inquiries via email and chat, achieving top-quartile CSAT across Instacart's scaled support network
- Developed team macros and Help Center content reducing manual touches on repeat contacts by 14%, establishing repeatable process improvements adopted org-wide

EDUCATION & CREDENTIALS

Emory University, College of Arts & Sciences

Atlanta, GA

B.A. in Economics

Dean's List | Phi Eta Sigma (Freshman Honor Society) | Omicron Delta Epsilon (Honor Society in Economics)

Harvard Business School Online | CoRE (Credential of Readiness), Pass with High Honors | 2025

Business Analytics · Economics for Managers · Financial Accounting

Certifications: Project Management Professional (PMP) · Certified Scrum Master (CSM) · Google Data Analytics · Lean Six Sigma Yellow Belt

SKILLS & TOOLS

Tools & Platforms: Salesforce (Service Cloud, Commerce Cloud, Einstein AI) · Jira · Confluence · SQL · Snowflake · Looker · Tableau · Power BI · Medallia · Five9 · Zendesk · Notion · G-Suite · MS Office · Figma