

EDWARD GRABOSKY

CUSTOMER EXPERIENCE & OPERATIONS | HARDWARE | RMA | SUPPORT READINESS

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PROFESSIONAL SUMMARY

Customer Experience & Operations professional with 13+ years supporting physical products, ecommerce, and service operations, including 6+ years in fast-growth connected hardware. Experienced in returns/RMA, launch readiness, fulfillment issue resolution, knowledge systems, field-failure analysis, and cross-functional process improvement across support, product, engineering, ecommerce, and logistics teams.

CORE STRENGTHS

Customer Operations • Hardware & Device Support • Returns / RMA / Warranty • Knowledge Management • Support Readiness • Voice of the Customer • Issue Taxonomy & Trend Analysis • Ecommerce & Fulfillment • Training & Enablement • Process Improvement • Chargebacks & Fraud • UAT / Beta Testing

PROFESSIONAL EXPERIENCE

PAX Labs (including JUUL Labs before the 2017 spin-off) — San Francisco, CA

Senior Content & Training Specialist — CX Operations & Product Support

2019 – Jan 2023

- Owned support readiness for hardware launches, translating product and engineering inputs into troubleshooting flows, agent training, customer communications, and launch-day workflows.
- Built and maintained hundreds of help-center articles, macros, fields, and internal procedures; improved consistency and self-service as support expanded across in-house and global partner teams.
- Owned returns and RMA operations for thousands of devices, coordinating replacements, return logistics, engineering intake, and recurring field-failure reporting.
- Created ticket taxonomies and weekly Voice-of-the-Customer reporting that surfaced recurring device, order, and service issues for product, engineering, and operations leaders.
- Supported Shopify orders, fulfillment exceptions, chargebacks, fraud, GDPR workflows, UAT, beta testing, and the Salesforce-to-Kustomer migration.

Customer Service Specialist

Jun 2016 – 2019

- Provided frontline device troubleshooting and ecommerce support during rapid growth; helped scale operations from roughly 10 in-house agents to about 100 agents across global BPO teams.
- Developed early troubleshooting and knowledge content, processed replacements and return logistics, and routed product feedback and failure trends to internal teams.

Penn State Industries — Greater Philadelphia

IT Manager & Customer Service

Jul 2009 – Feb 2016

- Supported customers, orders, physical products, and warehouse operations while maintaining business technology, postage, labeling, printing, and office systems.
- Helped modernize order-fulfillment and customer-service workflows; improved shipping options for speed and cost efficiency and managed chargebacks and fraud investigations.

SYSTEMS

Salesforce • Kustomer • Shopify • Acumatica • Confluence • Google Workspace