

Celena Nguyen

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Community & Customer Experience Manager

I build community programs and customer experiences that help people feel supported, connected, and confident adopting new products and workflows. My background spans AI, SaaS, and fintech, with a focus on turning customer feedback into programs that help customers get more value from products.

WORK EXPERIENCE

Agent.ai • Remote

Jan 2025 - Jun 2026

Community & Support Lead • Full-time

- Built and ran Bright Ideas at INBOUND 2025, collecting and showcasing 65+ real-world AI use cases to help customers learn from one another and explore practical applications for AI.
- Relaunched the product feedback program and built lightweight Voice of Customer processes that brought together insights from support, community discussions, and product feedback to help inform roadmap decisions.
- Established the platform's first Community Choice Awards program to highlight innovative AI agents, recognize top builders, and encourage community engagement.
- Created customer-facing documentation that helped users onboard, troubleshoot issues, and navigate the platform more confidently.
- Partnered with builders to troubleshoot agents, refine workflows, and successfully launch production-ready AI agents.
- Developed support processes and onboarding materials for an external support partner, helping maintain continuity during a period of rapid growth and company transition.

The Old Girls Club • Remote

Sep 2024 - Present

Community Manager, Onboarding & Operations • Contractor

- Designed onboarding experiences, communications, and activation programs for a 3,000+ member professional community, contributing to 95%+ monthly member retention.
- Led onboarding sessions, networking events, and social programming that helped members build connections and discover community resources easily.
- Built community guidelines, documentation, and AI-assisted workflows that made it easier to support members and scale day-to-day operations.
- Partnered with community leadership on member experience and engagement initiatives, with 88% of surveyed members reporting that onboarding resources helped them navigate the community.

Olive Fintech Group • Remote

Aug 2024 - Jun 2025

Technical Account Manager • Contractor

- Supported technical onboarding and implementation efforts for fintech partners, helping reduce time-to-launch and improve customer adoption.
- Onboarded 150+ card-linked offers and multiple content partners through API integrations, expanding platform value for customers and end users.
- Partnered with sales and customer teams to create enablement materials and implementation best practices that helped customers get more value from their programs.

- Built internal support processes and launched a knowledge base with implementation and troubleshooting resources, making it easier to scale support as the team grew.

Catch • Remote

Aug 2023 - Jan 2024

Solutions Engineer • Full-time

- Launched 11 B2B partners, expanding Catch's merchant network by more than 20%, by leading presales and integrations for 100% of SMB and mid-market prospects.
- Led post-sale integrations and technical account management for 75% of Catch's merchant base, achieving 98.2% partner developer satisfaction.
- Implemented a customer feedback system that improved visibility into merchant insights across Slack, Salesforce, and other company channels.
- Partnered with go-to-market and engineering teams to increase adoption of Catch's Shopify app by 42%.

Visa • Remote

Mar 2022 - Feb 2023

Technical Account Manager • Full-time

- Unlocked a new revenue stream for Visa that reached 20 million users by integrating and testing a statement credit solution for a major loyalty provider
- Enabled a fintech client to expand into a new region and double its user base through evaluation and implementation of a new Visa Offers Platform integration.
- Supported the launch of six loyalty programs by coordinating with cross-functional teams to ensure compliance and successful program delivery.

Dropbox* • Remote

Apr 2020 - Mar 2022

* DocSend was acquired by Dropbox in March 2021

Senior Customer Support Associate • Full-time

- Improved teamwide customer satisfaction from 72% to 85% by designing and implementing a Quality Assurance program that standardized support quality and coaching practices.
- Reduced partnership support inquiries by 25% QoQ through customer feedback analysis, process improvements, and cross-functional collaboration.
- Partnered with product, engineering, and marketing teams to advocate for customer needs and improve the overall customer experience.

People.ai • Los Angeles, CA

Feb 2018 - Apr 2020

Lead Technical Success Engineer • Full-time

- Analyzed support performance and implemented processes, automations, and investigation frameworks that improved support quality across three global regions.
- Partnered with product, engineering, and business teams to align on customer priorities while mentoring teammates and helping scale support operations.

Technical Success Engineer • Full-time

- Conducted technical investigations using SQL and other tools to resolve complex issues for customers, contributing to >25% of technical support volume.
- Standardized Help Center documentation, created 100+ knowledge base articles, and developed onboarding programs that supported rapid team growth across three global regions.

Nu Order Technologies • Costa Mesa, CA

Nov 2016 - Feb 2018

Technical Operations Manager • Full-time

- Managed technical escalations and issue prioritization across engineering teams, ensuring timely resolution of customer-impacting issues.

- Improved operational efficiency by standardizing deployment processes and developing internal and customer-facing documentation.

Implementation Specialist • Full-time

- Led customer onboarding and implementation projects, partnering across teams to drive successful launches and accelerate customer adoption.

PROJECTS

Voice of The Customer Agent

Built an AI assistant that pulls together customer feedback, support insights, and feature requests to make historical research faster and easier.

INBOUND Sponsor Q&A Agent

Built an event-specific assistant that helped attendees quickly find sponsor information, FAQs, and event resources through a conversational interface.

Interactive Portfolio Website

Designed and built a portfolio site to showcase community and customer experience work while experimenting with AI-assisted product development workflows.

SKILLS

Technical: APIs, Postman, SQL, Workflow Automation

Platforms: Circle, HubSpot, Intercom, Linear, Salesforce, Slack, Zendesk

AI: Agent.ai, ChatGPT, Claude, Cursor, Lovable

Community & CX: Community Programs, Community Strategy, Customer Education, Documentation, Member Onboarding, Support Operations

EDUCATION

B.A. in Business Economics

University Of California, Irvine • Irvine