

Gage Dunn

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SUMMARY

Customer experience and trust & safety professional with payments platform experience at Whop. Handled 400–700 customer conversations per week at 95% CSAT and 250–800 daily risk and compliance reviews, including KYC and KYB verification. Builds SOPs, escalates directly to engineering and security, and works with account management and payment partners on merchants doing \$20K to \$5M in GMV. Background in sales and client success, including closing \$10,000 training programs and running a freelance web, design, and SEO business since 2022.

EXPERIENCE

Whop · Brooklyn, NY (Remote)

December 2025 – October 2026

Commerce and payments platform for online businesses and creators

CX Operations

- Caught an account takeover on a creator account holding about \$40K, with attempted crypto withdrawals, while Trust & Safety was offline; escalated directly to Security leadership, which led Whop to ship sign-out-of-all-devices and login alerts.
- Designed a Slack-to-Intercom ticket link that posts internal Slack thread updates to the customer's Intercom ticket, which closed a tracking gap between support and internal teams.
- Built SOPs for a support team with little formal training and trained teammates on them.
- Partnered with account managers and customer success on accounts with \$20K to \$5M in gross merchandise value (GMV), investigating backend issues, escalating them to engineering, and coaching owners on marketing and platform use.
- Served as a direct liaison to payment and banking partners Stripe, Klarna, Splitit, Coinflow, Rain, and MassPay on escalated merchant issues.

Trust & Safety

- Completed 250–800 risk and compliance reviews per day on a small team, covering withdrawals, high-value payments, business information, and access to Whop-issued debit cards.
- Verified KYC (Know Your Customer) and KYB (Know Your Business) compliance documents for merchant accounts.

Customer Support Representative

- Resolved 400–700 customer conversations per week in Intercom at 95% CSAT, with a 20-second first response time and a 10-minute average time to close.

Floor & Decor · Lone Tree, CO

January 2025 – November 2025

Sales & Warehouse Associate

- Sold more than \$300,000 in flooring products over 11 months.
- Managed customer order fulfillment and ran warehouse inventory audits to make sure orders were built correctly.

eXp Realty · Aurora, CO (Remote)

February 2024 – January 2025

Realty Consultant (Sales & Client Success)

- Generated leads for and sold a \$10,000 brand-building course to real estate agents, averaging 6–7 sales per month.
- Held weekly group check-in calls with enrolled agents. Audited each agent's business for gaps in branding, social media, audience growth, and out-of-state selling, then taught them how to close those gaps.

XC Consult (formerly Indigo Shift) · Broomfield, CO

2022 – Present

Founder & Consultant

- Delivered websites, UI design, graphic design, video editing, CRM setup, and SEO roadmaps and optimization for small-business clients as a one-person generalist agency.
- Brings nearly 11 years of video editing and graphic design experience to client branding and content work.

TOOLS & PLATFORMS

Support & Operations: Intercom, Zendesk, Linear, Notion, Microsoft 365 (Excel, Word, PowerPoint)

Payments & Compliance: Stripe, Klarna, Afterpay, Splitit, Coinflow, KYC/KYB review

AI, Web & Creative: Claude, Grok, Cursor, WordPress, Meta Ads Manager, Adobe Creative Cloud

CERTIFICATIONS

Google IT Support Professional Certificate · Google / Coursera