Julian Vel

KNOWLEDGE MANAGEMENT / CUSTOMER OPERATIONS

Seattle, WA / linkedin.com/in/ijulianvel

EXPERTISE

Knowledge management

Technical documentation

Information architecture

SOPs and process guides

CRM workflow design

Customer escalations

Quality assurance

EDUCATION

California State University, Sacramento

BA, Communication Studies cum laude / 2011

ASSE Study Abroad

Beijing, China / 2005-2006

PROFILE

Knowledge management and customer operations professional who builds documentation, support workflows, and digital tools to make complex information easier to find and use. Background spans technical support, customer experience, and operations.

EXPERIENCE

The Type Chart

Creator, Independent App & Website

Jan 2026-Present / Seattle, WA

- Built and launched an unofficial Pokémon companion app and website for matchup analysis, team building, and practice.
- Own product direction, interface design, game data organization, documentation, release testing, and product copy.
- Created Type Circuit, a daily logic puzzle that helps players practice type matchups. thetypechart.com

Johnson Barrow

Sales Administrator & Office Coordinator

Apr-Dec 2025 / Seattle, WA

- Coordinated deadlines and requests across sales, leadership, vendors, and office operations while supporting the VP of Sales.
- Created SOPs and a project handoff covering owners, deadlines, and vendor contacts during staffing transitions.

Dorse & Company

Estimating Coordinator

Sep 2024-Feb 2025 / Seattle, WA

- Coordinated bids, quote requests, and project records across sales, estimating, customers, and vendors.

Dorse & Company

Sales Support, Customer & Order Operations

Aug 2023-Sep 2024 / Seattle, WA

- Improved Salesforce job-information tracking, contributing to a **40% increase** in follow-up response rates against historical data.
- Created SOPs and a payment flowchart to clarify handoffs between Sales and Accounting.

TOOLS

Guru

Salesforce

Zoho CRM / Desk

EXPERIENCE CONTINUED

Beyond Finance

Negotiations Specialist, Debt Settlement

Apr-May 2023 / Remote

- Reviewed client accounts, negotiated settlements with creditors, and tracked case progress and follow-ups in the CRM.

WebLife

Customer Experience Manager

Oct 2018-Jul 2022 / El Dorado Hills, CA

- Managed complex customer escalations and support operations across e-commerce brands.
- Built a Zoho CRM issue-tracking module, migrated historical records, and created documentation and training to help teams use it.
- Maintained the shared Guru knowledge base used across **five business functions**.
- Rewrote returns and refund policies and improved workflows, helping reduce issue resolution time by **70%** against historical KPIs.

Apple

Senior Technical Support Specialist

Sep 2017-Oct 2018 / Elk Grove, CA

- Provided Tier 2 iOS and macOS troubleshooting and customer education.
- Worked with escalation teams on complex cases and shared feedback on recurring issues and support guidance.

VSP Vision Care

Leadership Development Team

May 2012-Sep 2017

- Handled written claims, benefits, and policy inquiries, translating complex requirements into clear answers.
- Provided interim supervisory coverage and supported cross-functional service and workflow improvements.

Java City

Shift Lead, Training & Guest Service

May 2007-Aug 2010 / Sacramento, CA

- Trained team members, helped establish café procedures, and used guest feedback to improve service.

Hongluosi International School (红螺寺中学)

ESL Instructor, Business English

Aug 2005-Jun 2006 / Beijing, China

- Taught a specialized Business English course for high-performing students preparing for a university program in Singapore.