HEADLAND

STEVEN KILLIAN

CUSTOMER EXPERIENCE

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SUMMARY

Client experience operations leader with 8+ years running high-touch service programs in live, high-pressure settings. Built luxury client service programs from zero for LVMH Beauty's North America Maisons and Prada Group Americas, growing a 5-person team to 47 advisors with 0% involuntary attrition. Deep hands-on experience with service technology platforms (Salesforce Service Cloud, Genesys), training and coaching frontline teams, and keeping demanding clients delighted when everything is happening at once. Available for contract event-technology and on-site support work through Headland.

EXPERIENCE

Vendor Manager, North America Client Services

Sep 2025 - Aug 2026

LVMH Perfumes & Cosmetics - New York, NY

- Ran daily client services operations across five Maisons: forecasting, staffing, backlog, quality, and escalations in Genesys PureCloud, Salesforce Service Cloud, and Salesforce Commerce Cloud.
- Built the North America Client Services program from zero; reporting line to the VP of Transformation with daily partnership with the COO.
- Briefed customer experience strategy directly to executive leadership of five Maisons (Givenchy Beauty, Guerlain, Maison Francis Kurkdjian, Fresh, Benefit).
- Coached frontline teams through quality frameworks; grew recording compliance from 60% to 80%.

Senior Manager, Client Services & eCommerce, Americas

Nov 2023 - Jul 2025

Prada Group - New York, NY

- Built Prada's in-house client services and eCommerce teams from 5 to 47 advisors across Prada, Miu Miu, Car Shoe, and Marchesi 1824 with 0% involuntary attrition.
- Made the Americas Prada's top-performing service market, surpassing all regional KPIs.
- Designed omnichannel workflows and global pilot programs later scaled by HQ.
- Resolved live guest escalations in high-pressure, high-visibility settings.

Consulting & Business Development

2010 - 2023

Inktel and Rain Agency - Portland, OR

- Managed web and digital projects for Nike, Intel, and T-Mobile; PPC, SEO, and keyword strategy.
- Technology-agnostic CX strategy and outsourced operations oversight.

PLATFORMS

Genesys PureCloud • Salesforce Service Cloud • Salesforce Commerce Cloud • Microsoft Dynamics 365 • Power BI • Custom Microsoft 365 builds • Quick to ramp on Cvent, Swoogo, Zuddl

EDUCATION

BA, Photo Journalism - University of La Verne