

Steven Adkins

U.S.-MARKET CREATIVE/PRODUCT OPERATOR | AI-ASSISTED PRODUCT DEVELOPMENT | B2B PARTNERSHIPS
CUSTOMER EXPERIENCE & OPERATIONS | INTERNATIONAL BRAND STRATEGY | ENGLISH/SPANISH

Mesa, AZ • (916) 287-5897 • stevenadkins917@gmail.com • LinkedIn • GitHub • NODEINE Portfolio

PROFESSIONAL SUMMARY

Product, operations, customer experience, UX/UI, and B2B partnerships professional with 15+ years of experience across consumer technology, SaaS, live commerce, digital health, knowledge management, quality assurance, and workflow improvement. Combines frontline operational insight with AI-assisted product development, user-centered UX/UI design, B2B partner communication, process improvement, and U.S.-market/customer understanding. Bilingual English/Spanish with hands-on experience designing, building, and deploying digital products and creative AI workflows.

CORE EXPERTISE

Product Operations • UX/UI Design & Prototyping • AI-Assisted Product Development • Customer Experience Strategy • B2B Partnerships & Partner Communication • Workflow & Process Design • Knowledge Management • Quality Assurance & Coaching • Cross-Functional Operations • U.S. Market Strategy • Generative AI & Prompting • Technical Troubleshooting • Operational Reporting • Brand & Product Education

PROFESSIONAL EXPERIENCE

Neura Health

Sep 2025 – Present

Activation Specialist / B2B Partnerships & CX Operations | Tempe, AZ

- Manage high-volume, multi-channel patient activation workflows across phone, SMS, and email, guiding patients from referral and intake through benefits review and first-visit scheduling.
- Manage day-to-day B2B partner relationships and cross-organizational communication across health systems, employer partners, concussion/brain injury programs, and PI/legal referral channels, resolving workflow issues and coordinating eligibility, clinical routing, licensure, scheduling, and handoffs.
- Provide bilingual English/Spanish support across onboarding, appointment logistics, insurance expectations, self-pay options, superbill guidance, and other activation barriers.
- Maintain accurate EHR, referral-platform, tracker, and shared-workflow documentation to strengthen handoffs, follow-up ownership, and operational visibility.
- Identify recurring friction across referral intake, scheduling, cancellations, patient communication, and cross-functional ownership; surface process improvements that reduce manual back-and-forth and strengthen continuity.

Ro

Jun 2024 – Sep 2025

Tier 2 Customer Support Agent | Mesa, AZ

- Manage high-volume Tier 2 cases through Zendesk, phone, and digital support channels across account, subscription, medication, billing, delivery, and platform issues.
- Troubleshoot product and app issues, documenting recurring bugs, user friction, and product feedback for escalation to technical and development teams.
- Coordinate clinical and non-clinical routing, insurance and benefits questions, verification workflows, and external prior-authorization support.
- Resolve complex billing, subscription, and fulfillment cases while balancing customer experience, care continuity, and operational requirements.
- Identify recurring pain points across product usability, billing, fulfillment, subscriptions, and care coordination to support stronger workflows and service delivery.

Whatnot

Jun 2023 – Jul 2024

Customer Experience Agent | Mesa, AZ

- Resolved complex buyer and seller marketplace issues and technical anomalies, escalating reproducible bugs and user-impacting problems to internal development teams.
- Used AI prompting and generative AI tools to support research, drafting, problem-solving, and workflow efficiency while applying independent judgment to customer-facing decisions.
- Conducted QA reviews, coaching, and performance monitoring across CSAT, resolution quality, productivity, time adherence, and other KPIs; mentored and trained agents.
- Analyzed operational reporting and partnered with outsourced Tier 1 and Trust & Safety teams to reinforce SOP compliance, escalation quality, platform policy, and service performance.

Knowledge Base Writer / Customer Support Specialist | Miami Beach, FL

- Researched new Wix products and features and wrote, published, and maintained customer-facing Knowledge Base content, using performance data and product changes to revise or retire outdated articles.
- Provided advanced technical support across websites, domains, billing, payments, email services, SEO, and digital commerce, resolving complex issues or escalating defects to development and Quality Assurance teams.
- Managed escalations and supported agents with difficult technical, billing, verification, and account cases; communicated product updates and operational changes across the team.
- Helped scale outsourced support operations and identified recurring product/customer friction to improve documentation, workflows, and customer experience.

SELECTED PRODUCT & AI PROJECTS

NODEINE — Founder, Product Designer & Full-Stack Developer | UX/UI Design, Next.js, TypeScript, Supabase, Vercel

Designed the end-to-end UX/UI and developed an interactive archive for AI-generated visual worlds and characters, including information architecture, responsive collection browsing, creator profiles, artwork discussions, and administrative publishing workflows. [Live portfolio](#) • [Source code](#)

Patient Recovery OS — Independent Product Prototype | AI-Assisted Product & UX/UI Design

Designed an interactive care-operations dashboard and guided product walkthrough, organizing patient progress, surfacing actionable information, and translating complex workflows into clear, user-centered UX/UI concepts.

AI Film Direction & Creative Production — Higgsfield / Independent Projects

Directed Black Moon and Of The Streets from original illustrations, developing narrative structure, storyboards, cinematic shot direction, character continuity, image-to-video prompts, dialogue planning, and vertical social-media deliverables.

ADDITIONAL EXPERIENCE

Sony — Photographer / Digital Imaging Specialist

Oct 2015 – Dec 2017

Miami, FL | Led photography workshops and consumer-electronics demonstrations; trained Best Buy teams, supported sales enablement and in-store brand execution, and reported competitive intelligence.

Tabas, Freedman, P.A. — Paralegal / Office Assistant

Feb 2012 – Sep 2015

Miami, FL | Supported legal research and document workflows using Westlaw and TCMS; prepared e-files, petitions, amended schedules, asset valuations, case records, and deadline-driven administrative operations.

Best Buy — Geek Squad

Nov 2010 – Feb 2012

Miami, FL | Diagnosed and repaired computer hardware and provided consultative technology sales, product education, service/protection recommendations, and merchandising support.

TECHNOLOGY, CREDENTIALS & LANGUAGES

Technology & Tools

UX/UI design and prototyping, Generative AI, prompt engineering, Next.js, React, TypeScript, Tailwind CSS, Supabase, GitHub, Vercel, Zendesk, Slack, Google Workspace, CRM/EHR and referral platforms, knowledge bases, Westlaw, TCMS

Education & Credentials

Florida International University — BA, Computer and Information Sciences and Support Services
Google Cybersecurity Certificate
Languages: English (bilingual/native), Spanish (bilingual/native), Japanese (elementary)