

PROFESIONAL PORTFOLIO

Nancy Bergantzel



About Me

Nancy Bergantzel

**Platform Consultant, Sr Solutions Consultant, Global Manager,
Director, CX Strategist**

**Customer Experience & Quality Enablement Leader
Driving scalable, reliable digital customer interactions**



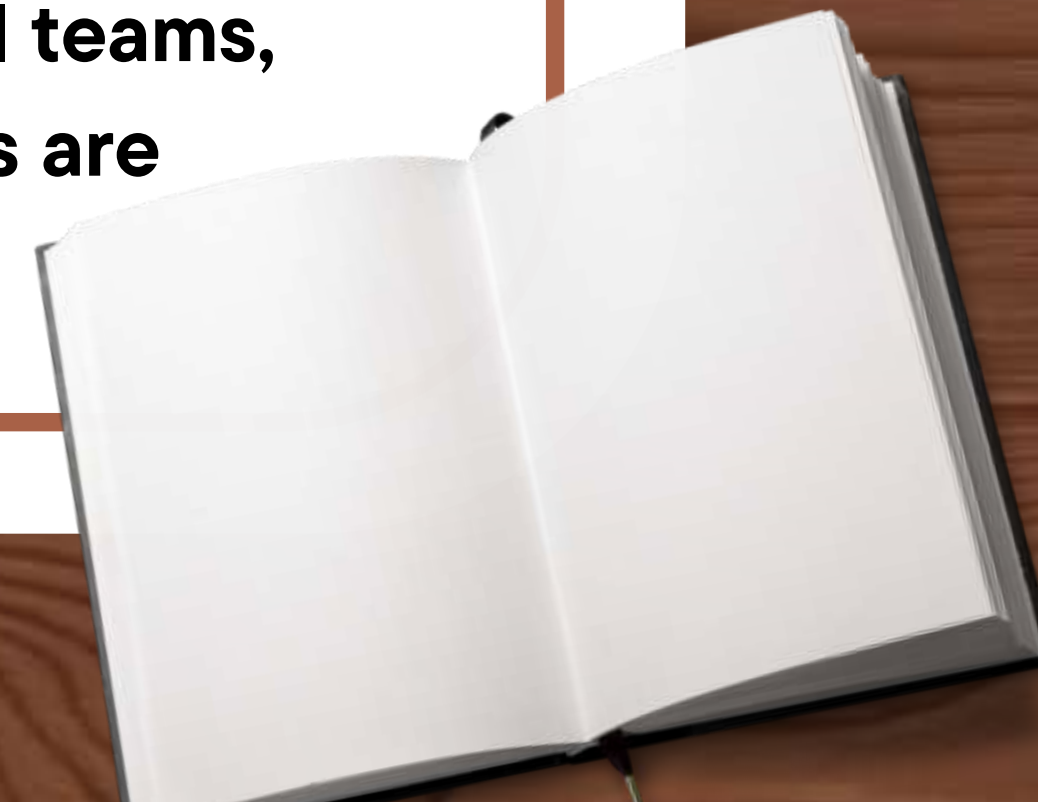
Why Me

I am a customer-focused technology professional with experience enabling teams and stakeholders through complex quality, testing, and customer-interaction platforms. My work has consistently centered on translating technical capabilities into practical, real-world outcomes—whether through live demonstrations, structured walkthroughs, or thought-leadership sessions designed to build confidence and clarity.



What I've done

I have organized and led cross-functional meetings, technical demos, and webinars covering topics such as manual testing practices and customer-experience technologies, including contact-center and conversational automation platforms. In these settings, I serve as a connector between technical teams, business stakeholders, and end users, ensuring solutions are understood, trusted, and effectively adopted.



Referenceable

I am known for a structured, approachable working style, strong preparation, and the ability to communicate complex concepts clearly to diverse audiences. I thrive in environments where quality, customer experience, and collaboration intersect, and I am motivated by work that improves both system reliability and the human experience behind it.



What I'll Do

- **Learn quickly by immersing myself in the work, tools, and context from day one**
- **Take initiative to move tasks forward rather than waiting for direction**
- **Ask thoughtful questions and actively seek answers to unblock progress**
- **Communicate early and clearly to ensure alignment and avoid surprises**
- **Balance independence with collaboration to deliver results efficiently**



A top-down view of a wooden desk. In the upper right, a portion of a black laptop is visible, showing keys like 'A', 'S', 'D', 'F', 'G', 'Z', 'X', 'C', 'V', 'B', 'Shift', 'Ctrl', 'Fn', and 'Alt'. Below the laptop is a white mug filled with brown coffee. In the center, an open notebook with blank white pages lies flat. To its right is a spiral-bound notebook with a grid pattern and a black pencil resting on it. At the top center, a small, round, green cactus with yellow spines sits on the desk. The background is a light beige rectangular area.

THANK YOU

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