

My handwriting is terrible,
so bear with me. ~~###~~



UNVEIL DESIGN

I grew up surrounded by computers. I've been using a laptop since I was 3, and for as long as I can remember, no one I can recall has ever had truly good customer support. I always dreaded contacting customer support. I feel like ~~like~~ everyone knows the pain of finally getting connected to a live chat, only for the agent to not know how to fix your issue and then close the chat to escalate you again.

When I realized I had accidentally started a web design business, my first thought was support. Seriously. If a client can't send me an email and get a resolution in 24 hours, what's the point of having a support email?? If something needs done, I'm on it. I have the support email open if I'm sitting at my desk weekend or not, if I hear a notification, everything is getting dropped.

I hold pride in knowing that if a client called while I was writing this, I'd pick up.

It's 11:24 PM.