

Grow Your Own Way

with **Carl Chandler**



As Mailchimp's Customer Team continues to expand, so does the number of opportunities to grow your career. In this series, we spotlight our peeps and the diverse paths they have taken to get to where they are now. Recently, the Customer Communications team caught up with Senior Manager of Partner Operations Carl Chandler based in Atlanta who celebrated 10 years with Mailchimp this year!

How did you get started with Mailchimp?

I joined Mailchimp back in 2012. I was in my early 20s and ready for the next step in my career. I'm an Atlanta native and I heard about this up-and-coming company called Mailchimp. After researching and learning about the company's mission to empower the underdog, I knew I had to apply. I got called in for an interview and eventually started as a Customer Care agent. I'm pretty sure my parents thought I was making a huge mistake joining this quirky little startup that sent emails and had a chimp for a mascot, but it turned out to be one of the best decisions I've ever made.

What influenced your decision to join the Customer Team?

My career journey with Mailchimp began in Support which eventually became our Customer Team. Over the years, I've worked on just about every team imaginable: Compliance, Customer Success, Marketing Partnerships and now Customer Operations. There's something about knowing how your work impacts others. No other team gives you the opportunity to see that impact more than the Customer Team. Every interaction with a customer, internal or external, provides real-time feedback that motivates me to continuously improve how I serve our customers.

What made you decide to grow your career with the company?

If anyone would've told me a decade ago I would learn everything from subject line best practices to understanding European data protection regulations, I wouldn't have believed you. It was overwhelming at first, but Mailchimp's culture of listening hard and changing fast has opened me up to many rewarding connections and allowed me to build a treasure chest of knowledge. It's led me to career skills that will serve me well into the future.

Who has had the biggest influence on your career and why?

I've been lucky enough to work with some great leaders in my career, so narrowing it down to just a single person is an impossible task. But the folks who have had the biggest impact on me are those who have encouraged me to be comfortable with failure. It's a deeply empowering feeling to show up to work each day knowing you have the freedom to approach a problem from an unusual perspective. Sometimes you quickly discover that the unusual perspective you tried was wrong, but other times, it leads you down a path resulting in a creative new solution to an issue.

In your role as Senior Manager, Partner Operations, how do you champion customer obsession?

I primarily serve two groups of customers, our internal users and our third party Mailchimp Experts. For me, championing customer obsession begins with understanding their unique needs. On the surface, these two audiences



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I serve might seem to have differing needs, but, as I've dug deeper and immersed myself in the needs of each customer group, I've been surprised by the overlap. This has led to delivering solutions that better serve both audiences.

Tell us about one challenge you've overcome personally or professionally – and what did you learn from the experience?

Phew! So many. One experience in particular stands out from years ago. I'd been with the company for less than a year and had to deliver some bad news to a customer. They spent hours designing an email template and mistakenly deleted it. Back then, we had no way of restoring things like that so the customer had to start over. I knew they would be (understandably) upset and I struggled to find a way to deliver the dreaded news. After talking the situation over with my manager and some colleagues, they all suggested the same thing: put yourself in the customer's shoes. I knew I wouldn't want PR speak or excuses. I'd want transparency, honesty and compassion. This advice has been helpful in so many situations, not just work-related ones. It's an easy way to instill a sense of empathy and direction into a difficult conversation.

You've been with the company for 10+ years now. What are your thoughts on Mailchimp's evolution?

It's been the ride of a lifetime. I love how our evolution has been driven by the needs of our customers. And not just how the product has evolved, but also how we serve our customers. When I started, we only offered technical support through chats and email, Monday through Friday during "normal" business hours. Mailchimp's ability to grow with our customer base and meet their needs has opened my eyes to what being customer-centric truly means.

What's your advice to those interested in growing their career with Mailchimp/Intuit?

Ask questions. It might sound like a simple answer, but it's the truth! Mailchimp is overflowing with friendly and intelligent people. Breaking out of your comfort zone and raising your hand when you have a question is such a powerful way to gain knowledge. I can't even begin to count the number of times I've asked a fellow peep a simple question and walked away with a new understanding of a topic or concept. It's a great way to learn about teams and roles outside of your department too, which will serve you immensely during cross-functional projects.

Please share some favorites with us.

Favorite life motto or quote you live by: "Nothing is ever as good or as bad as it seems."

Favorite hobby: I love to cook. It started when I was in college and has since turned into something I enjoy doing. I usually cook dinner for my wife and I at least 6 nights a week.

Favorite movies: I married a film major from UGA, so movies have taken on a big role in my life. I appreciate any movies from Martin Scorsese, Christopher Nolan and Spike Lee.

Favorite sports: I am absolutely obsessed with Formula 1. I started watching in 2017 after seeing a random documentary on Amazon and it has grown into a full blown obsession.

Favorite food: Any type of Indian food. You can't go wrong with that many spices!

Favorite mobile app: 1 Second Everyday. You take a 1-second video each day and at the year's end, you get a six-minute video of the past 365 days.



Meet Carl's cat Buckley

“ Mailchimp is overflowing with friendly and intelligent people. Breaking out of your comfort zone and raising your hand when you have a question is such a powerful way to gain knowledge. ”



Carl and his wife Sam enjoy watching Formula 1 racing

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