

CUSTOMER EXPERIENCE

Let's meet the team!

The Galaxy Digital culture is built around succeeding together. We take a client-centered approach, so we're eager to help volunteer professionals use their software effectively. Meet our passionate team (and their loyal furry friends) who are here to support your success.



ALI

DIRECTOR of CUSTOMER EXPERIENCE

The Customer Experience Team's steadfast leader, Ali is passionate about helping others. She loves knowing that she makes a positive difference in other people's lives.

EXPERIENCE

Ali has more than 20 years of experience working in customer service!

PASSIONS

Her pets, true crime podcasts, and helping customers make the most of their software

FURRY FRIENDS

Sagan (dog) and Pocket (cat)



MICHELLE

HEAD of EMPLOYEE EXPERIENCE

Michelle does it all, from developing new client training programs to ensuring we're consistently exceeding client expectations.

EXPERIENCE

Michelle earned a BA in Psychology from Appalachian State University. She joined the Galaxy Digital Team in 2014.

PASSIONS

Dancing, teaching, cats, and working with nonprofits to help them meet their goals

FURRY FRIENDS

Wallace and Judith (cats)



AUTUM

TRAINING COORDINATOR

Autum is a customer experience genius and a great listener. She puts her heart into her work to ensure each client has the tools they need to succeed.

EXPERIENCE

Autum received a BS in Environmental Science. She volunteers at her local JCC.

PASSIONS

Cooking, reading, learning new skills (like sign language!), and volunteering

FURRY FRIENDS

Gloria and Jody (cats)

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ELI

LEAD DATA SPECIALIST

As Galaxy Digital's data whiz, Eli does more than wrangle spreadsheets and reports. He supports the technology that enables our clients to do their jobs well.

EXPERIENCE

A true renaissance man, Eli has degrees in jazz and computer science.

PASSIONS

Cycling, powerlifting, and taking on new adventures with his wife and dogs

FURRY FRIENDS

Strider and Pepinot (dogs)



SHONIE

DATA SPECIALIST

Shonie is a creative and curious team member. She consistently creates smart, well-planned experiences for the people that matter most: our clients!

EXPERIENCE

Shonie has a BA in Art and completed coding courses with Tech Talent South.

PASSIONS

Community Supported Agriculture (CSA), cooking with local produce, and Bike Polo

FURRY FRIENDS

Maisie (dog)



MAIA

CUSTOMER SUCCESS SPECIALIST

Maia understands the nonprofit sector. Her previous work as a volunteer coordinator makes Maia a valuable resource to the Customer Experience team and our clients.

EXPERIENCE

An AmeriCorps alum, Maia also earned her Masters in Organizational Leadership.

PASSIONS

Watching Harrison Ford movies, reading, and listening to cooking podcasts

FURRY FRIENDS

June (dog), Elvis and Tallulah (cats)

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CAITLIN

CUSTOMER EXPERIENCE SPECIALIST

Caitlin is passionate about supporting people and organizations who are in the business of serving and helping others.

EXPERIENCE

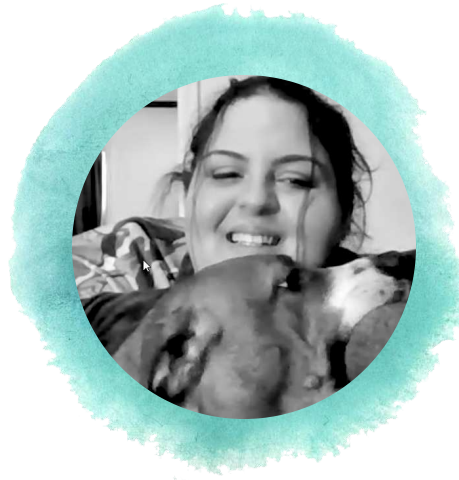
Caitlin brings the Customer Experience team an impressive background in product management and customer support.

PASSIONS

Restoring her historic home, preparing her farm for crops and animals, and sewing

FURRY FRIENDS

Chai (cat)



RACHEL

CUSTOMER EXPERIENCE SPECIALIST

Throughout her career, Rachel has sought out roles that support changemakers, making her a perfect fit for the team.

EXPERIENCE

Rachel is a customer care extraordinaire with over 9 years of experience in helping people maximize their success!

PASSIONS

Game nights, Game of Thrones, baking, and homegrown cooking

FURRY FRIENDS

Daene and Olenna (dogs)



Want to learn more about us
(or our furry friends)?
Just ask!



support@galaxydigital.com

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digital