

**Thornton Mountford** · 3rd   
at mySongbird  
New York, New York, United States · 500+ connections ·  
[Contact info](#)

mySongbird

 Syracuse University

## Experience

**Director Of Operations**  
mySongbird · Full-time  
Aug 2020 – Present · 7 mos  
Brooklyn, New York, United States



**SeatGeek**  
5 yrs 8 mos

- **Manager, Revenue Operations**  
Jul 2018 – Aug 2020 · 2 yrs 2 mos
- **CX Sr. Lead**  
Jan 2016 – Jul 2018 · 2 yrs 7 mos

Show 1 more role 





### CBS Sports Game Logger

CBS Corporation

Sep 2014 – Jul 2019 · 4 yrs 11 mos

Greater New York City Area

Log every aspect of individual NFL and College Football games broadcast on CBS



### Location Manager

Indoor Hoops

Sep 2014 – Apr 2015 · 8 mos

Greater New York City Area

### Dir. Customer Service, Operations and Supply Chain

Sellcalculators.com

Aug 2012 – Dec 2014 · 2 yrs 5 mos

Brooklyn, NY

- Maintain Top-Seller Status on Ebay. Increased Amazon Store's Positive Rating from 94% to 98% over 365 day period
- In charge of all customer service inquiries through Amazon, Ebay, etc.
- Increase customer retention by tracking adverse comments to improve transactic ...see more

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## Education



### Syracuse University

Bachelor of Science, Sport Management

2005 – 2009

### PARK TUDOR HIGH SCHOOL

2001 – 2005



