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## CAREER PROFILE

* Professional Services Consultant – perform strategic and functional implementation, configuration, and upgrades of the MasterControl software platform.
* Sr Technical Account Manager – manage and provide technical planning, assistance, and operational support to a client portfolio worth $6 million in annual revenue.
* Sr Solutions Specialist / Sr Consultant – deploy, configure, and integrate SaaS eDiscovery software for US government agencies and companies in several industry verticals.
* Track record of successfully delivering white-glove managed services for enterprise SaaS customers including strategic planning, and operational support.
* Provide comprehensive professional services including software consulting, operational support, software enhancements, upgrades, and data migrations.
* Experience as a technical account manager, providing software technical support to clients, driving issue resolution, and ensuring client retention to attain annual support renewals.

## Professional Experience

**MASTERCONTROL,** Pittsburgh, PA - Remote *(*www.mastercontrol.com*)*

*Professional Services Consultant, January 2021 – April 2023*

* Design, configure, and implement MasterControl quality system management software for a variety of clients in the private sector and the US Federal Government.
* Collaborate with stakeholders to understand business requirements during engagement discovery meetings; propose options for system configuration that align with the client’s strategic goals.
* Conduct MasterControl functional implementation and upgrades for Documents & Training and the Process module; deliver workflow development, provide process documentation and software training to client personnel.
* Provide clients with best-practice guidance and consultation based on industry best practices during the deployment of the MasterControl platform.
* Perform the migration of legacy customer data from current customer systems into the MasterControl platform; use ETL tools to extract and load client data from legacy quality management systems into MasterControl.
* Guide and support user acceptance testing; perform functional work to ensure a successful go-live in a client’s MasterControl production environment.

**LEXISNEXIS RISK SOLUTIONS,** Pittsburgh, PA - Remote *(*www.lexisnexisrisk.com*)*

*Sr Technical Account Manager, July 2019 – January 2021*

* Deliver technical account management and consulting services to Fortune 500 clients utilizing Bridger compliance software; manage key accounts totaling $6 million in revenue.
* Manage and monitor support interactions, serving as an internal advocate for strategic clients; respond to customer escalations and proactively escalate to internal resources.
* Lead crisis and incident response for major support issues; work with the account team, technical support, operations, and engineering teams to ensure timely resolution and communication.
* Conduct remote meetings with clients to review support interactions, system status, major issues, and upcoming software releases.
* Document and deliver Bridger software enhancement requests to the product management team; track JIRA entries and manage client delivery of Bridger enhancements.

**ACCESSDATA**, Pittsburgh, PA - Remote *(*www.accessdata.com*)*

*Senior Consultant, June 2017-August 2018*

* Implement, customize, and integrate AccessData SaaS eDiscovery/computer forensics software for corporate customers in the petroleum, nuclear, and consumer goods industries.
* Functional delivery and management of enterprise eDiscovery software implementations. Developed strategies and workflows in the software to provide effective data collection, processing, review, and production.
* Delivered managed services encompassing strategic and functional case management. Services included developing and implementing best practices for document review, conducting keyword searches, and importing/exporting data from Summation.
* Perform AccessData software upgrades and maintenance; provide workflow development services, generate custom technical documentation/playbooks, and deliver remote training.

**VERITAS TECHNOLOGIES/SYMANTEC CORPORATION**, Pittsburgh, PA / Washington DC - Remote *(*www.veritas.com*)*

*Senior Solutions Specialist, Senior Consultant, February 2013 – December 2016*

* Deploy, configure, and integrate Veritas SaaS eDiscovery software for US government agencies and clients in the manufacturing, pharmaceutical, and banking industries.
* Functional delivery and management of enterprise eDiscovery software implementations. Develop methodologies and best practices to ensure defensible information governance, data collection, analysis, processing, and review.
* Perform Veritas software upgrades and maintenance; provide workflow development services, generate custom technical documentation/playbooks, and deliver onsite training.
* Extensive consultation with clients to gather requirements and develop solutions to facilitate operational tasks such as media intake, data processing, and production delivery.

## TECHNICAL SKILLS

* Core Competencies: Enterprise Software Implementation, Professional Services, White-Glove Managed Services, Software Configuration, Software Integration, Data Migration, User Acceptance Testing, Business Process Consulting, Software Training & Demonstrations, Technical Account Management, Customer Retention & Management, Project Management, Product Management & Client Advocacy, Quality Management
* Tools & Technologies: Software as a Service (SaaS), Microsoft SQL Server, Windows Server 2012-2019, Microsoft .NET Framework, Apache Tomcat, Microsoft Exchange/O365, Enterprise Storage, VMWare vSphere, Active Directory/LDAP, XML, SOAP UI, API Testing & Integration, SSO Configuration & Integration, SSL Configuration.
* Software Platforms: Salesforce CRM, ServiceNow, Oracle Service Cloud, Adobe Workfront, Zendesk, JIRA, Confluence, GitLab, Microsoft O365, Zoom.
* Databases: MySQL, PostgreSQL, Oracle SQL.

## Education

**UNIVERSITY OF MINNESOTA, DULUTH**

*Bachelor of Arts, Political Science 1995*