

# TECHNICAL CONSULTANT

Planning and Analysis | Project Management | Implementation

Dedicated Technical representative with 20+ years of experience in information technology. Skilled in analyzing business needs and processes to identify improvement opportunities and suggest appropriate technologies. Experience identifying and addressing client needs: building solid relationships with clients; developing an awareness of firm services; communicating with the client in an organized and knowledgeable manner; delivering clear requests for information; demonstrating flexibility in prioritizing and completing tasks; and communicating potential conflicts to senior management.

## AREAS OF EXPERTISE

- Project Management
- Technical Consultation
- Customer Relationships
- Organizational Design
- Support Boundaries
- Team Leadership
- Knowledge Management
- Collaborative Teamwork
- Process Improvement
- Technology Alignment
- Strategic Planning
- Communication Skills

## TECHNICAL SKILLS

Microsoft Word, Excel, PowerPoint, Outlook, Access, SQL, PHP, CSS, JavaScript, Flash, .Net (C#, VB#, ASP.Net); HTML, TCP/IP Networking

## PROFESSIONAL EXPERIENCE

SWIFTPAGE, 2013-2022

MARKETING AUTOMATION FOCAL: SENIOR  
SUPPORT ANALYST\*

- Helped identify, report, and resolve product defects and customer issues

- Mastered email marketing deliverability systems and helped fulfill DMARC authentication requests.
- Helped create new initiatives based around customer feedback that led to product changes.
- Trained new customers and partners in proper email marketing techniques and policies.
- Helped create deliverability profiles for companies to maximize inbox delivery.

## DATABASE SERVICES: SENIOR SUPPORT ANALYST\*

- Developed new technologies for internal and external customers for process automation and integration.
- Implemented a service ticket-based system for repairing customer databases.
- Diagnosed and repaired all North America databases sent to the company by support.
- Handled sensitive data according to contracted time and storage limits.

## SENIOR CUSTOMER SUPPORT ANALYST\*

- Took ownership of escalated technical support incidents to action resolutions.
- Responsible for overall Key Performance Indicators (KPIs) for the entire North American Ultimate Support Team.
- Provided initial and continued training for all technicians.
- Set target guidelines and goals for team members who were falling behind desired statistics.

## PLATFORM DEVELOPER: PORTAL, IBA INTEGRATIONS

- Developed new technologies for internal and external customers for process automation and integration.
- Maintained integration systems across the full breadth of product lines.
- Worked in a team-based environment focused on agile development.
- Consistently met or exceeded goals.

## MANAGER: SERVER OPERATIONS (SCOTTSDALE SUPPORT TEAM)

- Managed a small team of technicians to improve all areas of Act! Premium Cloud.
- Prepared to coach the team on new tooling through Jenkins that was in development.
- Collaborated closely with Sales and Customer Service to ensure timely resolution of customer issues.
- Responsible for career development through one-on-one meetings.
- Worked closely with Senior Manager located in the UK (Mark Brown) for strategic direction as needed.

## ASSOCIATE PRODUCT MANAGER: ACT! PREMIUM CLOUD

- Chief architect responsible for the creation of a company-contained Multi-Tenant SaaS solution for our Act! Premium Web product hosted on the Google Compute Engine.
- Due to results from this project, the company shifted focus towards cloud software.
- Met all major milestones in a timely fashion.
- Facilitated hand-off of project to our DevOps team once the business was ready to develop the system further, leading me to take the server operations role as manager.

## CUSTOMER SUPPORT ANALYST II: ACT!

- Helped lead the support team to a successful transition from Sage to Swiftpage by providing them with the right tools to reach and surpass the goals of the department: Knowledge and experience.
- Worked with a team of knowledgebase publishers on a daily basis, coordinating the flow of information between the team and the client.
- Diagnosed issues discovered within the software, documented them, and tried to find a fix for those issues in a timely manner in both inbound and outbound calls.
- Took ownership of customer issues that arose during the transition period in order to maintain good business relations on an individual level.

## SAGE SOFTWARE 2010-2013

## CUSTOMER SUPPORT ANALYST: SAGE ACT!

- Worked with a team of knowledgebase publishers on a daily basis, coordinating the flow of information between the team and the client.
- Diagnosed issues discovered within the software, documented them, and tried to find a fix for those issues in a timely manner.
- Built rapport with clients, generated revenue based on the customer's needs, and referred them to appropriate products available at Sage.
- Consistently reached and surpassed monthly development goals by following the voice of Sage guidelines during the relationship-building process.

## CUSTOMER SUPPORT REPRESENTATIVE: SAGE PEACHTREE (MANPOWER INC. CONSULTANT)

- Contract position requiring attention to detail and proper business practices within the law.
- Assisted clients in finding proper solutions to issues arising in improper accounting methods, inventory control, or account reconciliation.
- Required to troubleshoot database problems and assist in creating practices for the client to promote database health.

## ELDRITCH COMPUTING LLC. CO- FOUNDER 2002-2010

## REMOTE NETWORK ADMINISTRATION: RETAIL BULK COMPUTER SALES & SERVICE

- Used remote software to aid smaller companies in need of full-time network administrator services at a fraction of the price.
- Responsible for security updates, software patches, data migrations, and frequent on-site inventory audits and installations.
- Maintained and enforced group policies and served as a guide for support teams for other products that may require administrative access for installation.
- Sold hand-built computers through Sam's Club and Wal-Mart stores in the Southeast.

## BMC SOLUTIONS INC., TECHNICIAN 2006

### TECHNICAL CONTRACTOR: DATA MIGRATION AND INSTALLATION

- Completed several short contracts to upgrade workstations to newer systems without disrupting workflow under contractual service levels.
- Executed end-of-life processes for old systems retaining government data, involving proper data destruction processes.

## EARTHLINK INC., TECHNICAL SUPPORT REPRESENTATIVE 2001-2002

### TECHNICAL SUPPORT REPRESENTATIVE: INTERNET & NETWORK CONNECTIVITY

- Provided inbound technical support in a call-center environment for connecting workstations to the internet via Dialup, Cable, and Digital Subscriber Lines across the US.
- Became proficient in limited support for network connectivity, which quickly became my area of expertise.

## COMPAQ COMPUTERS (FORMERLY DIGITAL) 1998-2001

### PROJECT MANAGER: EXTERNAL PROJECTS AND BUSINESS DEVELOPMENT

- Managed service level agreements for seventeen technical support desks spanning over seven hundred employees.
- Set boundaries and future projects for white-label products.
- Established staffing requirements while adhering to budgetary constraints.
- Delivered weekly and monthly reports to white-label product owners (Internal Customers).
- Conducted monthly risk analysis and mitigation meetings.
- Approved purchasing for the IT department.