LEXANNE PAINTER

WEST MIDTOWN, ATLANTA

REACH ME

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ABOUT

Experienced software consultant assisting clients with best practices and building workflows that align with marketing and sales goals.

TECHNICAL SKILLS

- HTML/CSS
- SQL
- DNS Administration
- REST API
- Postman
- SSL
- Quality Assurance Testing
- Looker
- Jira
- Major CRMs
- Zendesk
- TeamWork Projects
- Oktopost
- Zapier
- Data Hygiene

PROFESSIONAL SKILLS

- Project Management
- Problem solving & solution focused
- Flexible
- Technical Writing
- Process Documentation
- Client communication

EXPERIENCES

Marketing Automation Consultant
2018 - Present
SugarCRM (Salesfusion)

- Assessment of clients' needs and developing strategic marketing automation roadmap and solutions that fit business requirements across all industries
- Providing marketing technology best practices and technical training to marketing and sales organizations
- Design and implement process improvements and workflows to improve efficiency within marketing programs
- Oversee technical setup including CRM integration, SSL setup, and DNS configuration.
- Weekly strategizing sessions with clients

Technical Support Representative
2017 - 2018
SugarCRM (Salesfusion)

- Efficiently troubleshooting software issues from customer requests
- Apply agile methodology to resolve issues with development teams to identify solutions
- Assisting QA with manual regression and smoke testing before and after bi-weekly releases
- Ticket management via Zendesk
- Listening and understanding client concerns to ensure customer voices are heard

EDUCATION

Kennesaw State University

Completed 90 credits toward a B.S. in Technical Communications