

**Amber Lee**

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### ***Qualifications***

I have had significant experience working on and leading teams in both hardware and software providing companies as well as building departments and teams from the ground up. I am most at home working with customers and partners, both external and internal in technical learning, needs discovery, and community building through shared knowledge and resources. If you are looking for a strong brand advocate with a swiss-army skill set, I am your woman.

### ***Education***

I have received the following certifications:

- Nexpose Certified Administrator
- Metasploit Certified Administrator
- HP Vertica Certified Professional
- The Data Scientist's Toolbox - Coursera Verified Certificate
- Documentation Specialist Certification, Langevin Corp.
- Convergys/ICOMS BSS/OS Database Administration and Training, Convergys Inc.
- Information Mapping Certification. Information Mapping Inc.
- Credible Leadership Certification, Carson Learning Services
- Training and Development Certification, Langevin Corp.
- Project Manager Certification, Langevin Corp.
- Customer Service Training Certification, Richard T. Pryor Associates
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I have received training in the following languages and technologies:

- PHP, Javascript, XML RegEx, HTML, Ruby on Rails, Twitter Bootstrap
- Ruby, Python, and Chef scripting for Cloud automation
- R for statistics and data reporting
- MySQL
- AWS AMI Creation and Maintenance
- Wordpress and Drupal
- Windows Office Suite Applications
- Adobe Dreamweaver and Captivate
- Articulate Storyline
- NetSuite and Salesforce Administration

### ***Additional Education***

- Fundamentals of Chemistry and Physics Courses, UMASS Lowell
- Bachelors of Science in Cybersecurity, Digital Forensics, Baypath University 2017
- Minor in Criminal Justice with a focus in Disaster Response, Baypath University 2017

## Experience

*March 2015-Present, Senior Customer Success Support Engineer*

- Support CSM Team as a technical resource
- Provide enablement on new features and tools to customers via Gotomeeting and on site visits
- Create training for CSM group on technical features, new products, and industry terminology
- Troubleshoot customer issues and assist with escalation.
- Provide feedback on internal processes and procedures for better communication between departments and groups
- Provide feedback on documentation, courses and processes with an eye to advocating the customer

*March 2014-March 2015, Technical Trainer and vILT Lead, HP/Vertica*

- Maintain and deliver Vertica technical training materials to groups of 10-15.
- Act as group lead for our communication and social media initiative, creating an internal newsletter to educate the software education sales staff (50+) on our training offerings for better attachment during the sales cycle
- Managed all vILT tools and virtual room scheduling for a team of 5
- Managed materials publishing schedule for software releases to vILT
- Created e-learning materials for a high level initiative to increase customer engagement.
- Maintained testing and certification projects

*August 2013-January 2014, Technical Trainer, RightScale Inc - Remote Position*

- Delivered training both on-site and remotely using Webex.
- Provided logistics support for key projects such as industry labs and presentations. (AWS Re:Invent)
- Worked with industry partners to create market specific training materials and learning events
- Created a solution for bulk user creation and management for large scale trainings
- Represented the company at industry conferences
- Kept all internal presentation and lab materials up to date and current with the technology
- Presented on behalf of the company to a mixed live and virtual class of over 100 in an academic setting (Harvard University)
- Maintained active contact with the support and sales staff to understand customer needs for better tailoring of delivery and increased sales of courses and training materials.
- Became fluent in standard material and was delivering to customers within 2 months

*May 2012-August 2013, Sales Operations Consultant/ Manager, VisionScope Technologies – Littleton, MA*

- Gave feedback on internal process and procedures for best practices.
- Customized and configured NetSuite for Manufacturing, Accounting, and Sales use
- Created custom records, forms, and flows for internal processes

- Trained all internal customers on usage of NetSuite for individual roles, also creating documentation
- Performed all collections and AR activity
- Calculated commissions, SPIFF sheets and other sales income reports monthly for a sales staff and partners (15+)
- Supported both sales staff and customers through the sales and purchasing process, including quotes, sales and implementations

*February 2009 – January 2010 , Customer Service Analyst, SiteSpect – Boston, MA*

- Created documentation and procedures to train and support customers on system usage, web analytics basic concepts and first steps for campaign creation on SaaS product
- Supported site set up, including HTTP, IP tunnels, and content distribution management
- Created tracking and workflow management devices using SalesForce for internal processes including client implementation, campaign creation, and custom work quotation and fulfillment. This assisted the Development and Sales department in resource management and setting client expectations
- Maintained internal documentation organization, format and style, as well as internal Madcap Flair repository
- Provided customers with needs discovery for special projects, technical support and additional training

*2005- January, 2009, Customer Service Manager, Innov-X Systems - Woburn, MA*

- Managed a team of three CSR staff as well as two in-house manufacturing staff for RMA fulfillment.
- Created and implemented processes and procedures to maintain customer satisfaction and client retention.
- Directly interacted with clients in escalated situations to determine needs, give technical assistance, issue RMA's for equipment, and provide support and training.
- Developed new sources of income for the Customer Service department with Service Plans and other promotional offers
- Developed incentive programs for Customer Service Staff for Service Plan Sales and Training attachment
- Trained new Key Accounts and Partners
- Trained new hire Sales staff on product basics and troubleshooting.
- Presented on the behalf of the company at industry conferences, internationally and locally.
- Provided analysis on new Partner and OEM manufacturing partnerships to assure a good fit not only in manufacturing and process needs, but also culture.

*2002-2005 Customer Service Lead and Project Manager, SurfMerchants LLC - Boston, MA*

- Led a team of 3 in supporting a 50+ list of US and International customers on a SaaS product
- Created and implemented processes and training to maintain customer satisfaction and client retention.
- Led customers and programming staff through needs discovery, project quotation, and fulfillment process
- Created and administered training events for key accounts and Industry Partners
- Presented on the behalf of the company at industry conferences, internationally and locally
- Actively programmed using PHP and MySQL for special customer projects.

### **Other Work Experience**

*2011-2012 Server, Journeyman Restaurant, Somerville, MA*

*2010-2014 Owner, Giryascope Kettlebell Gym, Somerville, MA*

*2010-2011 Platinum Customer Service Advocate, SuccessFactors, Boston MA*

*2009-2012 Seasonal Sales Associate, Eastern Mountain Sports, Harvard Square, MA*

*1999-2002 Trainer Level II, RCN Corporation - Springfield, MA*

***References available upon request.***