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Qualifications

A highly driven technically minded people person, I have high level experience in Technical Training, Documentation, Customer Service, Technical Support, Project Management and Account Management. Significant experience with SaaS in various technical areas including technical support and web programming along with experience in Cloud management software.

Additionally, I've had experience managing teams in both a hardware and software providing company as well as creating departments and teams from the ground up. I am most at home assisting customers, both external and internal in learning, occasionally mixed with needs discovery and product delivery!

Education

In my past positions, I received training and advanced level experience in:

- PHP, Javascript, XML RegEx, and MySQL for web programming.
- Ruby and Chef scripting
- Windows Office Suite Applications
- System Administration in NetLedger (Now NetSuite)
- Modification and creation of reports in Crystal Reports software
- Adobe Dreamweaver
- Customer Service Satisfaction and Market Research.

While in Training and Development at RCN I received the following certifications and learning opportunities:

- Documentation Specialist Certification, Langevin Corp.
- Convergys/ICOMS BSS/OS Database Administration and Training, Convergys Inc.
- Information Mapping. Information Mapping Inc.
- Credible Leadership, Carson Learning Services
- Training and Development Certification, Langevin Corp.
- Project Manager Certification, Langevin Corp.
- Customer Service Training Certification, Richard T. Pryor Associates
- Received training from I.T. staff in desktop setup, networking, and connectivity for

classroom setup environment.

Experience

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

- Became fluent in standard material and was delivering to customers within 2 months.
- Delivered both remotely via Webex to customers as well as on-site.
- Provided logistics support for key projects such as industry labs and presentations. (AWS Re:Invent)
- 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.

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

- Customized and configured NetSuite for Manufacturing, Accounting, and Sales use.
- Gave feedback on internal process and procedures for best practice integration of Netsuite.
- 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.
- Supported both sales staff and customers through the sales and purchasing process, including quotes, sales and implementations.

January 2010-Present, Owner, Giryascope Kettlebell - Somerville, MA

- Started as a personal trainer in a local gym, now owner/operator in my own location.
- Went through the soup to nuts process of brand creation, business establishment, and location acquisition.
- Managed all social media interactions and accounts to present a consistent message and brand to the public.
- Within 4 months of being a brick and mortar store, Giryascope attained profitable business status and requires minimal management.

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

- 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.
- Trained new customers on system usage, web analytics basic concepts and first steps for campaign creation on SaaS product. .
- Worked to troubleshoot site set up, including HTTP, IP tunnels, and content distribution management.
- Researched and procured project management software for the Professional Services group. This included research, trial testing, quote requests and the purchase process.
- Configured SalesForce for company use and provided training for Sales, Billing, and Support..
- Maintained internal documentation organization, format and style, as well as internal Wiki Madcap Flair.
- Worked with clients to discover needs, give technical assistance, support and additional training.

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

- Managed a team of CSR staff as well as in house manufacturing staff for RMA fulfillment.
- Created and implemented processes and procedures to maintain customer satisfaction and client retention.
- Maintained content of company web site for internal and external users, as well as assist with design and feedback process
- Directly interacted with clients in advanced situations to determine needs, give technical assistance, issue RMA's for equipment, and provide sales 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.
- Trained new key accounts and guide them through the process development and implementation process for multiple sites locally and globally.
- Presented on the behalf of the company at industry conferences, internationally and locally.

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

- Created and implemented processes to maintain customer satisfaction and client retention.
- Managed a team of 3 to support a 50+ list of US and International clients on a SaaS product.
- Led clients and programming staff through needs discovery, project quotation, and fulfillment process.
- Created training materials and News Items for software release, train new clients, all and guide them through an implementation process that involves moving their own well-established clients over to a new reporting and data storage system.
- Presented on the behalf of the company at industry conferences, internationally and locally.

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

Responsibilities:

- Trained new hire and existing employees (groups of 10-25) on database usage, troubleshooting internet connectivity (both dial up internet and cable modem), troubleshooting telephone and cable television problems, and customer service.
- Provided new agent call monitoring and feedback for training and review purposes.
- Created training documentation for a five-week new hire program for cable modem, telephone and cable television.(Universal Agent) This included customer serviced training, technical troubleshooting, 3 separate product billing and implementation databases, and customer service coaching.
- Created original OSX training manual during OSX Beta Phase for employee training.
- Created documentation and training for two separate new product and sales database systems. Training was given to all personnel in the company, from customer service to technical field installation, including high-level management.

Additional Education:

-Bachelors in Business, Bay Path College Saturday Program. B.S in Business Management

-Fundamentals of Chemistry and Physics Courses, UMASS Lowell

References available upon request.