Amber Lee

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## Partnership, education, and strategy

Dedicated and results-driven partner success and technical solutions professional with a stellar background in developing comprehensive programs for internal and external initiatives. Documented history of managing customer and partner relationships. Demonstrated success in managing open door investigation into customer needs; lauded for maintain fluid lines of communication with customers to best understand and embrace use cases and technical requirements. Acknowledged for capacity to network, achieve consensus, mediate and deliver predefined goals despite a diversity of personalities, precarious situations, and changing priorities. Adept at managing multiple tasks and isolating and resolving problems. A poised, polished, and articulate speaker, presenter of ideas, and leader.

Areas of Strengths

|  |  |  |
| --- | --- | --- |
| * Partner Success * Information Security * Account Management | * Analysis * Forecasting * Education | * Presentation * Strategic Planning * Deployment |

### Key Skills Assessment

Communication – Excellent skills in clearly and effectively relaying concepts and ideas to audiences from a variety of cultural, educational, and technical backgrounds. Well respected for deftly translating technical jargon to be readily understood by all.

Program Development– Excited to grow partnerships using innovation and exploration of products to meet and exceed internal and external goals. Excels at reporting progress and forecasts to internal and external stakeholders.

Partner Success – Proven record of developing use cases and roadmaps based on sound market research to drive customer action and accelerate time to value.

### Education, Training, and Skills

**Master of Science in Technology – Information Systems Security**

Heinz College, Carnegie Mellon University, Online

Estimated Graduation. 2022

**Bachelor of Science,** **Criminal Justice**,

Minor: Digital Forensics

Bay Path University, Longmeadow, MA

December 2017

Documentation Specialist Certification, Langevin Corp.

Information Mapping Certification. Information Mapping Inc.

Credible Leadership Certification, Carson Learning Services

Training and Development Certification, Langevin Corp.

Project Manager Certification, Langevin Corp.

### Relevant Work History

CyCognito - Remote June, 2020 – Present

Senior Support and Customer Success

Manage all North America customers through onboarding cycle into renewals (15+)Support all technical inquiries from customers (NA and some EU). Create and manage knowledge base, updating regularly as new features and functionality are released. Bring customer requests to Product and champion them through development and release, escalate customer challenges as necessary to engineering. Crafted an online learning initiative for partners, customers, and internal employees, managing it through the vendor acquisition phase through rollout.

Nexthink, Boston, MA/Lausanne Switzerland January 2019 – May 2020

Service Delivery Manager

Partner with key customers to define objectives and a roadmap to value in our Nexthink Manage product. Present new features and functionality to customers for upcoming releases and advise on use. Develop and deliver custom dashboards, metrics, and investigations to drive adoption. Solve for unique technical cases, troubleshooting, and challenges that push our product to its limits. Present Quarterly EBR (Executive Board Reviews) on accomplishments, milestones, and future goals. Provide customer feedback on roadmap and value to product team for future product guidance.

OPAQ, Herndon, VA March 2018 – January 2019

Director of Partner Success (Acquired FourV System)

Deploy, train, and support partners and employees in a cloud-based security-as-as-service platform. Create and manage all training and documentation collateral. Find creative solutions for deployment challenges and implement them. Prioritize fixes and new features in product roadmap based on customer feedback. Assist partners in finding value cases to bring to their customers for implementation.

FourV Systems, Baltimore, MD April 2017 – March 2018

Director of Customer Experience (Acquired by OPAQ)

Deploy, train, and support customers and partners in a multi-platform security business intelligence tool. Create and manage all training and documentation collateral. Find creative solutions for deployment challenges and implement them. Prioritize fixes and new features in product roadmap based on customer feedback.

AlienVault, Remote Position March 2016 – April 2017

Technical Course Developer (Contract)

Created training, labs, and lab materials for AlienVault and their new Cloud offering.

Rapid7, Boston MA March 2015 - March 2016

Senior Customer Success Support Engineer

Provided training and enablement on new features and tools to customers via on-site visits and web casts. Created training for the CSM group on technical features new products, and industry terminology. Provided guidance for what technical features would support customer driven goals and assist the CSM with creating the customer road to value. Managed a list of customer feature request escalations with the development group and managed that list to delivery to the customer. Served as customer advocate to ensure training materials were effective in delivering training.

### Additional Work History

HP/Vertica, Cambridge, MA March 2014 - March 2015

**Technical Consultant**

Produced and delivered Vertica technical training materials to groups as large as 15. Managed all vlLT tools and virtual training room scheduling for a support team of 5; managed the training material publish schedule for software release to vlLT, Created e-learning material for a high-level initiative to increase and enhance customer engagement. Led a group to create an internal newsletter to educate software education sales staff of 50 to increase attachment during the sales cycle.

RightScale, Inc. Remote Position August 2013 - January 2014

Technical Trainer

Partnered with industry colleagues to create market-specific training materials and learning events. Kept all internal presentation and laboratory materials up-to-date and current. Delivered logistics support for key projects with industry laboratories and presentations (AWS Re:Invent). Presented to a mixed live and virtual class of 100+ participants at Harvard University on behalf of the company. Maintained active contact with support and sales staff to best understand customers’ needs in terms of training and support.

GiryaScope Kettlebell Gym, Somerville, MA February 2010 – August 2013

Owner

Sole owner and operator of a small group studio kettlebell gym in Somerville MA. Planned and implemented all classes, curriculums, and events. Performed all bookkeeping and administrative duties.

SiteSpect, Boston, MA February 2009 - January 2010

Customer Service Analyst

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. Developed tracking and work flow management tools with SalesForce to create campaigns and custom work quotations - proved to be essential for the development and sales department to set client expectations. Maintained internal and external documentation.

Innov-X Systems, Woburn, MA 2005 - January 2009

Customer Service Manager

Directed the work of customer support reps and manufacturing staff members for Return Merchandise Authorization (RMA) fulfillment. Collaborated with clients in escalated situations to determine needs, give application advice, issue RMAs for equipment, and provide support and training. Created new income stream with service plans and other promotional offers. Trained new Key Accounts and Partners; trained newly hires sales staff on product basics and troubleshooting. Provided analysis on new partner and OEM manufacturing partnerships to ensure manufacturing and process needs were met.

SurfMerchants, Boston, MA 2002 - 2005

Technical Support Team Lead

First dedicated technical support staff. Created policies and procedures for other staff while providing training, documentation, and deployment to customers globally. Developed custom reports and applications in PHP/SQL and performed QA tasks for software releases. Also represented the company internationally at trade shows.

RCN, Springfield, MA 1999 - 2002

Technical Trainer Level II

Moved quickly from a call center agent to a technical trainer in a fast-paced cable and telephony call center. Trained staff on customer service, technical skills, new database implementations, and other special projects.