Kristie Rodriguez

San Antonio, TX | email: KristieRod29@gmail.com | phone: 210-415-9798 | linkedin.com/in/KristieRod

KPR

Recent Projects

"Volunteer Now"
9/2017 Multi-user, full stack web app using PHP, JavaScript, jQuery, MySQL, CSS and @ distinct API's all within a Laravel framework. We bring the power of community connection. You make the difference and we make it easy

Simple Simon Project
8/2017 Used HTML and JQuery with JavaScript to create a fun, colorful dynamic game.

Adlister Project
7/2017 PHP based ad listing site for users to sell items. Utilized database queries, styling, modeling and page controlling.

Education

Codeup
6/2017 - 9/2017
Completed 16-week immersive program in full-stack technologies, spending 480+ hours learning curriculum and building real-world projects

University of Texas, San Antonio
Bachelors of Social and Behavioral Sciences

University of London, London, England
Internship-Houses of Parliament

Certifications

Agile Scrum Master
7/2013 - present

Summary

Full-stack web developer
transitioning from a 15+ yr. career in Customer Relations Leadership; interested in front/backend programming, developing solutions for businesses.

Languages

Fluent: Spanish; *Web:* PHP, JavaScript
Libraries: JQuery, Bootstrap; *Markup:* HTML, CSS; *Framework:* Laravel

Experience

Senior Manager, Rackspace Hosting
San Antonio, TX — 9/2014 - 3/2017

- Led major organizational impacting projects including Sales and Support Alignment. Deliver exceptional results with limited resources, strict timelines and frequent scope changes
- Responsible for the day to day operations of SMB Business Unit and over $300M in annual revenue
- Maintained consistently strong results with KPI's especially customer retention/churn and revenue goals
- Experienced in all facets of Customer Retention Management methodologies
- Proven results in high employee engagement as well as focus on employee development
- Exceptional ability as an escalation point, worked with various customer's executive team members to facilitate positive outcomes and retain customer loyalty
- Created strong, positive relationships with leaders across the business including Engineering, Sales, Marketing, and Finance to ensure business targets were achieved along with excellent customer outcomes
- Successfully Completed Rackspace Advanced Leadership Program and the Hispanic Chamber of Commerce Leadership Program

Manager, Rackspace Hosting
San Antonio, TX - 7/2011 – 9/2014

- Managed all facets of a hybrid technical and customer care Team
- Responsible for $4.1M in monthly recurring revenue
- Took the team from dead last in KPI's to the best KPI's in the Enterprise organization in 3 months
- Managed complex customer relationships at the Executive and C Level in order to ensure continued growth of the overall revenue base

Senior Regional Area Manager, Pocket Communications
San Antonio, TX - 4/2006 - 6/2011

- Managed all facets of a dynamic customer care organization $8.5M annual revenue.
- 4 years managing the construction, deployment and allocation of resources for Tier 2 and Tier 3 technical support teams including business to business support, retail/direct sales store support and authorized dealer support Responsible for creating technical processes for customer care including implementation of a new ticketing system and developing escalation processes for all technical issues
- Responsible for leading Operational Readiness Testing of 90% of company products and services and providing recommendations to C Level team
- Management of Customer Care projects including 3 relocation projects as well as implementation of the Avaya calling system