

# Chris Leensvaart

Little Elm, TX

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## LINKEDIN:

[linkedin.com/in/chrisleensvaart](https://www.linkedin.com/in/chrisleensvaart)

## PORTFOLIO:

[leensvaart.com](https://leensvaart.com)

## GITHUB:

[GitHub.com/OldTubby](https://github.com/OldTubby)

## OBJECTIVE:

Successful leader in the technology space via implementation, customer service, and consultative services, with the goal of transitioning into software development. Recently completed Full Stack bootcamp and seeking a position that allows for growth, learning and the opportunity to build code.

## TOP SKILLS:

- React
- Node.js
- Express
- Angular
- JavaScript
- HTML
- CSS
- MongoDB
- MySQL
- GitHub

## EDUCATION:

**SOUTHEASTERN  
UNIVERSITY**

Full Stack Developer Bootcamp  
2021-2022

**SOUTHEASTERN  
UNIVERSITY**

Associates of Arts  
2019-2021

## WORK EXPERIENCE:

### ENTOUCH Controls

Customer Support Manager

Richardson, TX

(October 2016 - Present)

ENTOUCH is a growing technology company in the energy management space. In order to keep up with customer demand, they needed to grow their Customer Support capabilities and develop additional services offerings.

- Implemented call center technology that allowed for automatic customer contact, resulting in a total contact capacity increase of 10x.
- Enhanced operations processes by increasing our utilization of Salesforce objects, reporting and workflows, to better capture agent activity and distribute customer requests.
- Managed call center operations - responsible for performance, agent training, quality-assurance, process implementation and team culture.
- In 2020, seamlessly transitioned the call center operations from an off-based to a work-from-home team. Call center performance metrics and team-member satisfaction dramatically increased.

### DealerTrack (aquired by Cox Automotive)

(April 2002 - March 2016)

Director, Client Services

Dallas, TX

(March 2014 - March 2016)

DealerTrack developed the concept of an online credit portal that could connect automotive dealerships directly to their lenders, both speeding up and adding efficiencies to the dealership sales process. Dealertrack grew into the signature SaaS provider for every aspect of dealership operations.

- Directed operations of call centers in Dallas, TX and New Haven, CT. Responsible for 125+ team members supporting multiple independent software products.
- Launched Service team integration with our Engineering and Product Management teams to provide client feedback, measure issue criticality and provide QA testing for product releases.
- Managed service relationships with strategic dealer group partners, OEMs and third-party vendors.
- Increased the call center capacity by focusing on team member development and process improvement, resulting in the ability to manage 20% higher call volume without increasing employee headcount.

### Dealertrack (continued)

Manager, Services

Austin, TX

(March 2010 - March 2012)

- I managed a team of field-based consultants tasked with driving value in the Dealertrack suite of products. My primary role was to drive customer retention in the highly-competitive post-recession marketplace.
- Provided consultative services for automotive dealerships and assisted with best practices and training on Dealertrack technology.

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(Additional work experience is available anytime if requested.)