

Implementation Specialist Implementation Specialist Implementation/ Project Coordinator/ Support
Appleton, WI Self-motivated Implementation Specialist with many years of experience with account
management, project management, project coordinating, sales and technical support.
Technology-oriented individual with attention to detail and a commitment to providing a high level of
service and support to clients. A confident, team oriented employee with strong analytical and
problem solving skills, excellent communication and customer service skills, and the ability to
multi-task in a fast-paced environment. Authorized to work in the US for any employer Work
Experience Implementation Specialist JJ Keller and Associates - Appleton, WI May 2012 to
September 2018 Software implementation Process implementation Project Management
Project scope assessment Configuration and management Client training Troubleshooting
Remote access technology Excellent problem-solving abilities Customer focused Excellent
communication skills Written and oral communication Conflict resolution CRM-Sharepoint, C4C,
proficient Work History Implementation Specialist 05/2012 to 09/2018 JJ Keller and Assoc. Inc.
Appleton, WI Manage multiple client implementations in terms of ELD(Electronic Logging Device)
hardware and mobile application training and support. Work in conjunction with various project
managers and implementation specialists to perform administrator and user training, driver training,
and weekly web-trainings. Provide client service and project management assistance for
implementations, ensuring all internal/external deadlines are met Work with all levels of our
customer/user base on implementation support, including but not limited to drivers, mechanics,
system users, system administrators, and manager/supervisors. Identifies and communicates
implementation support trends, product improvements, recurring problems and suggested solutions.
Provides sales support and customer follow up when applicable Provides in-house technical
support to test hardware design/functionality and hardware warranty Creates support and training
documentation as required Provide product support and assistance to Customer Care Team
Assist in the implementation of Keller Mobile software, ELD hardware, testing of all WIN Mobile,
iOS, Android devices, and customer support. Off-site training and installation of ELD hardware and
device testing. Stay current with all Federal Motor Vehicle and Hours of Service changes and

updates Involved in all current and future application updates Provide technical support to all Keller Mobile customers pertaining to ELD, device hardware, and Encompass software. Configured, installed and handled troubleshooting tasks for a variety of different applications. Delivered an exceptionally high level of professionalism and support to each client, upholding the company's commitment to service. Explained complex, technology-related issues in basic, understandable terms to clients to help educate them. Network Administrator GUNDERSON CLEANERS - Menasha, WI June 2009 to May 2012 Sales Associate WI Camping - Menasha, WI May 2006 to August 2009 Education Bachelor's in Interdisciplinary Studies Marian University - Appleton, WI May 2008 to May 2010 Associate in Computer Information Systems Fox Valley Technical College - Appleton, WI May 1999 to May 2001 Skills Project Management (6 years), Account Management (6 years), Analyst (6 years), Microsoft Office (10+ years), Sales (5 years), CRM (7 years), Salesforce (2 years), Customer Relationship Management (7 years), Tech Support, Desktop Support Links <https://www.linkedin.com/in/kurt-mueller-16599911/> Groups NEW United Soccer CLub September 2014 to Present Soccer Manager for kids

Name: Jack Lyons

Email: whitelindsey@example.org

Phone: 001-956-279-8733