

VP of Client Success Washington, DC I am a young, accomplished professional seeking employment with a company where I can be a major positive contributor. Authorized to work in the US for any employer Work Experience VP of Client Success Otus - Chicago, IL September 2015 to April 2016 Designed a client implementation process for new customers Work directly with several different customers to ensure a successful pilot of the Otus product in their school district Built out a customer support system using cutting edge support tools such as Intercom, WalkMe, and ZenDesk Wrote and implemented several automated client communications to drive customer activity and retention Customer Success Manager DoubleDutch - San Francisco, CA March 2015 to August 2015 Worked directly with customers post-sale to ensure a successful implementation of their event app Relied upon as a product expert to assist customers on anything and everything related to their event app Maintained a very high level of organization, managing several client accounts in parallel Consistently and calmly solved customer issues with sometimes complex workarounds under extreme pressure from clients Project Manager Trunk Club - Chicago, IL February 2014 to March 2015 Worked with the business intelligence and engineering team to realize meaningful data relating to sales performance Evaluated service operations, identifying opportunities to improve multi-channel communication with our clients Educated on and rolled out Slack as an internal tool for our Member Experience support team Lead a project to improve call abandonment rates across the company Lead a project to increase revenue by implementing more actionable items for clients in marketing campaigns IT Support Specialist Braintree Payment Solutions - Chicago, IL January 2013 to January 2014 Procurement of all IT materials, including laptops Support 200+ users, of which approximately 90% are Mac users and 10% are Windows users Consolidated several internal company wikis into one Confluence wiki, where I created an IT knowledge base for employees IT Support Technician Palantir Technologies - Palo Alto, CA November 2011 to December 2012 Responsible for Tier-1, Tier-2, and Tier-3 desktop support tasks Perform RMA's of bad equipment by troubleshooting machine hardware and software issues Provide user support for Windows, Mac, and Linux OS Information Systems Intern Brinks Gilson & Lione - Chicago, IL May 2005 to

August 2009 Summers    Lead intern final two summers, supervising a team of 3 interns    Provided exclusive IS support to several shareholders and executives    Coordinated several firm-wide software and hardware upgrades    Education Bachelors of Science Computer & Information Technology Purdue University - West Lafayette, IN May 2011

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