

Specialist, Merchandising Process Engineering Specialist, Merchandising Process Engineering
Foxborough, MA An information technology professional currently seeking a role in Product or
Program Management. Proven skills in project and people management, SaaS based applications,
cross-functional team communication, customer service, and technical support. A dedicated and
persistent leader who drives for the best possible results. Authorized to work in the US for any
employer Work Experience Specialist, Merchandising Process Engineering Wayfair - Boston, MA
October 2015 to Present Evaluate, plan, and implement new internal processes to improve
turnaround time and automated creation of newly assigned products for Merchandising teams
Work cross-functionally with other departments and teams to improve overall SKU health and
customized Product Addition workflows Initiate and manage customized Product Addition and QA
process projects for existing and piloted Marketing programs Communicate updates and metrics
of active projects to key stakeholders across the Merchandising teams Act as liaison between
Offshore QA teams and internal Engineering Teams to report and troubleshoot all internal tool errors

Subject Matter Expert for all products on Wayfair.com in assigned marketing categories of
Professional/B2B Products Team Lead, End User Operations The Predictive Index - Westwood, MA
April 2017 to September 2018 Create and lead key initiatives to improve level of service and
experience for end users Utilize reporting tools to analyze support trends, identify areas of
concern, and address them accordingly Work closely with Product and Engineering teams to
advocate for high priority bugs/enhancements to be pointed and fixed each sprint Act as the
liaison between clients, partners, and company operations for escalated issues above the support
team level Assist in evaluating work procedures and processes that support company standards

Manage, motivate, train, and coach direct reports - Software Operations, Database, and
Integration Specialists Create and deliver training materials for the support team Monitor service
e-mail and phone calls of direct reports to observe employee demeanor, technical accuracy, and
conformity Continue duties of Software Operations Specialist as necessary Software Operations
Specialist The Predictive Index - Westwood, MA December 2015 to April 2017 Provide technical
support for a client base of 6000+ clients and 10,000+ users across six different platforms

Manage client software integration projects and provide multi-tier support for the software API
Provide issue analysis and client perspective to the Product and Engineering teams Manage
escalated cases for the support team Manage the Salesforce Service Cloud ticketing system
Improve operational workflow for the department Systems Administrator Intern BSC Group - Boston,
MA May 2014 to December 2014 Provide end user support to four company branches while
ensuring timely dispersion of assigned cases Provide end user training for primary office
automation and mission critical applications Configure, troubleshoot, and repair computing
equipment Monitor server data and manage user's space allocations and accounts Create
project directories on distributed file system servers for all company Engineering projects Education
Bachelor's in Computer Information Systems Wentworth Institute of Technology - Boston, MA
September 2011 to August 2015 Skills Microsoft Office, Project Management, Cross-Functional
Team Leadership, Communication, Customer Service, JIRA, Trello, Domo, Salesforce, New Relic,
Auth0, SQL, Postman, Sendgrid, 8x8, Mixpanel, Statuspage, Program Management

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