

ZACHARY HOWELL

New Berlin, WI

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<https://github.com/ZachAH>

SUMMARY

Customer Success & Technical Specialist with 4+ years of experience helping clients adopt, implement, and succeed with software solutions. Expert in onboarding, training, and relationship management, leveraging strong technical knowledge in web applications, APIs, and automation. Proven ability to bridge the gap between technical teams and customers, translating complex workflows into clear, actionable guidance. Passionate about driving customer satisfaction, product adoption, and long-term retention.

Skills

- **Customer Success & Relationship Management:** Customer Success Management, Client Relationship Management, Customer Engagement & Retention, Customer Journey Mapping, Conflict Resolution & Issue Escalation
- **Onboarding, Training & Support:** Client Onboarding & Implementation, Technical Training & Enablement, Customer Education & Documentation, Troubleshooting & Technical Support, Root Cause Analysis, Escalation Management
- **Business & Strategy:** Account Management, Renewal & Expansion Strategy, Customer Health Scoring, Data-Driven Decision Making, Cross-functional Collaboration (Product, Engineering, Ops, Sales)
- **Technical Skills:** Web & Software: React, Angular, JavaScript, MongoDB, Node.js, APIs, AWS, Stripe, Languages: JavaScript (ES6+), Python, Java, SQL, XML, Bash, Databases: MongoDB, MySQL, Firebase, 4D Database, Automation & Data Processing: Python scripting, Java-based ETL, SFTP automation, XML handling, Cloud & Infrastructure: AWS S3, SFTP server management, API Integration: RESTful APIs, GraphQL, Stripe, Tools: Git, GitHub, Netlify, Heroku, Jira, Confluence, Notion

EXPERIENCE

Claw and Decay Clothing

2025 - Present

Founder & Lead Developer

New Berlin, WI

- Acted as the primary customer contact, supporting users with checkout, order tracking, and product inquiries, ensuring a smooth and positive customer journey.
- Oversaw the full customer lifecycle, from onboarding new users to resolving issues post-purchase, fostering trust and retention.
- Translated customer feedback into product improvements that reduced checkout abandonment and improved overall satisfaction.
- Designed and launched a full-stack e-commerce platform using React, Firebase, and Stripe, providing customers with a seamless online shopping experience.
- Managed full project lifecycle from architecture to Netlify deployment, ensuring a stable and scalable platform that supports business growth.

North American Fulfillment

2021 - 2025

Data Analyst/Programmer

Brookfield, WI

- Acted as the primary contact for clients during onboarding and implementation, ensuring smooth transitions and high adoption rates.
- Delivered customer training and technical guidance on using Angular- and MongoDB-based applications, empowering clients to become self-sufficient.
- Resolved client issues in real time by diagnosing technical problems and providing clear, customer-friendly solutions.
- Collaborated with cross-functional teams to improve processes and strengthen client relationships, increasing customer retention.
- Established trusted, long-term client relationships by consistently delivering responsive, reliable, and empathetic support.
- Built and maintained automation systems in Java and Python to enhance data efficiency, reducing errors and enabling clients to focus on their goals.

Upper Crust Pizza

2018 - 2021

Manager

Whitefish Bay, WI

- Managed and led a 6-member employee team, upholding company standards and operational goals.
- Organized orders and maintained timely service while strengthening customer relations.
- Managed customer inquiries and resolved issues in real-time, with customer service and issue diagnosis comprising over 80% of daily responsibilities.
- Built strong community relationships through consistent, friendly service.

EDUCATION

UWM Extended Campus - Online

Present

Certificate, Full Stack Web Development

- **Achievements:** A 24-week intensive program focused on the MERN stack and technical programming skills.
- **Coursework:** Full Stack Web Development Bootcamp