

ZACHARY HOWELL

New Berlin, WI

(262) 341-7181 | zacharywd91@yahoo.com | <https://linkedin.com/in/zach-howell-189118210>

<https://github.com/ZachAH> | <https://zhowellportfolio.netlify.app/>

SUMMARY

Results-driven Customer Success & Technical Specialist with 4+ years of experience in SaaS and cloud platforms. Proactively managed a portfolio of accounts, identifying and resolving technical and business challenges to maintain strong renewal rates. Proven ability to bridge the gap between technical teams and customers, leveraging expertise in web applications and APIs to streamline complex workflows and enhance product adoption. A strong advocate for the customer, with a track record of driving renewals, reducing churn, and consistently achieving high customer satisfaction.

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, 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 (ES6+), MongoDB, Node.js, APIs, AWS, Stripe, Programming Languages: 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, EC2, Lambda, RDS), Firebase Hosting & Authentication, Netlify, Heroku, Docker, GitHub Actions, SFTP server management, API Integration: RESTful APIs, GraphQL, Stripe, Tools & Platforms: Git, GitHub, Netlify, Heroku, Jira, Confluence, Notion, Zendesk, Salesforce, HubSpot, Gainsight, ChurnZero

EXPERIENCE

Claw and Decay Clothing

2025 - Present

Founder & Lead Developer

New Berlin, WI

- Spearheaded the customer success function for a SaaS e-commerce platform, overseeing the full customer lifecycle to ensure client satisfaction and improve retention rates
- Managed the full customer lifecycle from onboarding through retention, building strong relationships that increased customer loyalty
- Acted as a customer advocate, leveraging qualitative feedback and quantitative data to influence the product roadmap, resulting in an 18% reduction in checkout abandonment
- Conceptualized, designed, and deployed a full-stack e-commerce platform using React, Firebase, and Stripe to provide customers with a seamless online experience that enhanced product usage.
- Coordinated and led cross-functional teams to deliver complex platform implementations on schedule, ensuring a stable and scalable product that aligned with business goals.

North American Fulfillment

2021 - 2025

Data Analyst/Programmer

Brookfield, WI

- Led the onboarding and implementation for a portfolio of SaaS applications, driving product adoption and fostering a seamless transition to long-term client success.
- Partnered with clients to ensure seamless adoption of SaaS solutions, proactively addressing challenges to drive account renewals and foster long-term loyalty.
- Guided over 50 clients through complex API and SaaS integrations, reducing the need for technical support escalations by 20% through streamlined processes.
- Diagnosed and resolved complex technical issues for over 60 accounts, reducing average response times by 30% and maintaining a 95% customer satisfaction rating
- Conducted over 50 webinars and training sessions, which improved product knowledge and enhanced customer self-sufficiency by 30%.
- Championed customer needs and collaborated with cross-functional teams to influence the product roadmap, resulting in an improved user experience and strengthened client relationships.
- Improved customer retention by 15% year-over-year by creating a personalized onboarding experience.
- Built and maintained robust automation systems in Java and Python to streamline workflows, which enhanced data efficiency and enabled clients to focus on their core business goals.

Upper Crust Pizza

2018 - 2021

Manager

Whitefish Bay, WI

- Led and mentored a team of 6 employees, upholding company standards and fostering a culture of continuous improvement that aligned with operations goals.
- Streamlined the order management process, which reduces the average service time by 22% and improved customer satisfaction ratings.
- Resolved over 500 customer inquiries weekly, maintaining a 95% customer satisfaction rating and ensuring timely issue resolution.
- Advocated for customer needs and provided consistent service, strengthening client relationships and fostering community ties.

EDUCATION

UWM Extended Campus - Online

Feb 2021 - Jul 2021

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