

Zak Brindle

Technical Support Specialist at OneUp Sales

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GITHUB
WEBSITE
TESTIMONIALS

github.com/ZakBrindle
zakbrindle.com/
zakbrindle.com/testimonials/

A highly motivated and versatile professional with a diverse background spanning customer enablement, technical support, recruitment consulting, and software development. I possess a strong foundation in technologies ranging from SQL and JavaScript to C++ and React, coupled with proven commercial expertise in contract negotiation, renewals management, and talent acquisition within the Additive Manufacturing sector.

Currently, I excel as a Customer Enablement Specialist, where I thrive on driving customer value at scale through a blend of strategic account management and advanced workflow automation. My unique skill set allows me to bridge the gap between technical complexity and business strategy. I am committed to continuous learning and leveraging my blend of technical expertise and people-centric skills to make a meaningful, measurable impact within a collaborative and innovative team environment.

Skills

SQL, JSON, Troubleshooting, Diagnostics, Operating Systems, APIs, Analysis, Communication, Time-Management, Problem Solving, Teamwork, Customer Service, Slack, C++, C#, OO, React, MongoDB, JavaScript, CSS, HTML, API, Lua, Python, Agile, Unity, Visual Studio, Sales, 360 Recruitment, Sourcing, Screening, Interviewing, Business Development, Talent Acquisition, Exhibitions, Tradeshows, Change Management and Transformation, Risk Assessment, Strategic Planning and Business process analysis, SaaS, Customer Success, Customer Enablement, Contract Negotiation, Renewals, Workflow Automation

Work History

Aug 2025 - PRESENT

Customer Enablement Specialist

OneUp Sales, Remote

OneUp is a sales performance management platform, and in this role, I am passionate about driving customer success at scale. I blend strategic one-to-one guidance for key accounts with building automated, self-serve enablement journeys for the entire user base. I serve as the dedicated Customer Success Manager for 70% of our clients, managing everything from onboarding through to complex renewals and price negotiations. My focus is on utilizing automation and strategic workflows to maximize platform value and streamline commercial processes.

- **Managed the full customer lifecycle** for 70% of the client base, overseeing support during onboarding, throughout the contract, and through the entire renewal process, including price increases and negotiations.
- **Engineered automation tools** to significantly streamline commercial workflows, including creating a Contract Generator to speed up renewals and a Chrome Extension that extracts Custify data to automate price calculations.
- **Developed and deployed strategic, proactive workflows** aimed at increasing feature adoption and reducing churn, such as a system that identifies underutilization and sends targeted, prescriptive advice via email.
- **Provided strategic account guidance** to key clients while simultaneously building scalable, automated, self-serve enablement journeys for the broader user base.
Expertly handled contract negotiation and managed sensitive discussions around price increases to secure renewals and maintain revenue growth.

Customer Success, Customer Enablement, Contract Negotiation, Renewals, Strategic Account Management, Onboarding, Workflow Automation, Custify, Chrome Extension Development, SQL, Problem Solving, Communication, Time-Management, SaaS

OCT 2024 - AUG 2025

Technical Support Specialist

OneUp Sales, Remote

When I first joined OneUp, I was part of the awesome support team, helping clients with any tech troubles they might have. I loved digging into tricky problems, using my SQL skills to uncover solutions and keep things running smoothly. I was always happy to lend a hand, whether it was answering a quick question or teaming up with my colleagues to make the product even better.

- **Provided multi-channel support:** I assisted clients through various channels, including video calls, phone support, and our online support system.
- **Resolved technical issues:** I troubleshooted and resolved a wide range of technical issues to ensure client satisfaction.
- **Investigated data challenges:** I utilized my SQL skills to analyze and resolve data-related problems, ensuring data integrity.
- **Collaborated with internal teams:** I worked closely with engineering and product teams to report bugs, provide feedback, and contribute to product improvement.
- **Developed help resources:** I contributed to the creation of help desk resources and knowledge base articles to empower clients with self-service solutions.
- **Participated in team meetings:** I actively engaged in team meetings every 6 weeks to collaborate, share knowledge, and contribute to team goals.

SQL, JSON, Troubleshooting, Diagnostics, Operating Systems, Networking, APIs, Analysis, Security, Communication, Organization, Time-Management, Problem Solving, Teamwork, Customer Service, Slack

OCT 2021 - OCT 2024

CertRP Recruitment Consultant & Business Improvement Manager

Kensington Additive, Buckshaw Village, UK

Reason for leaving: To pursue a career path aligned with my passion for technology.

- Excelled in 360 recruitment, expanding a robust client and candidate network in Additive & Robotics.
- Achieved CertRP designation post-REC examination success in March 2023.
- Elevated to Business Improvement Manager in recognition of outstanding contributions to the recruitment and operational improvement strategies.
- Demonstrated expertise in candidate sourcing, screening, and interviewing, alongside formulating employer branding and talent acquisition strategies.
- Appointed as the exclusive recruitment partner for GE Additive, serving as Solo account director.
- Generated over £100,000 in billings in the first year, receiving recommendations from clients and candidates alike.
- Recipient of 'Players Player' and 'Recognition Award' for exceptional performance during the first year.
- Contributed to marketing efforts by producing content and video introductions for consultants.
- Developed software solutions enhancing recruitment processes, adopted company-wide.
- Developed an intranet with quick access to key platforms, tools, documents, data, time-zones & more.
- Digitalised the consultant target tracking, later onboarding a platform for further improvement.
- Developed and implemented an Interactive service model, refining business development approaches.
- Lead and managed a project from cradle to grave for new tailor-built modernized [company website](#).

Sourcing, Screening, Interviewing, Networking, Negotiating, Branding, Communication, Time-management, Strategies, Business Development, Talent Acquisition, JavaScript, CSS, HTML, C#

NOV 2016 – OCT 2021

LG Sales Ambassador

Retail Marketing Group, Oldham (Blackburn, Blackpool, Warrington)

Reason for leaving: Headhunted for a role at Kensington Additive.

- Maintained energy and enthusiasm in a fast-paced environment.
- Achieved highest number of sales over peak season in the North team 2 years running.
- Strong product knowledge and understanding of the latest technology in the home entertainment industry.
- Excellent communication and interpersonal skills, including the ability to explain technical features and benefits to customers in a clear and understandable manner.
- Proven sales experience, with the ability to meet or exceed sales targets.
- Strong customer service skills and the ability to build and maintain positive relationships with customers.
- Strong problem-solving skills, with the ability to overcome objections and close sales.
- Flexibility and the ability to adapt to change, as technology and products can quickly become obsolete.
- Traveled to multiple stores across the UK in locations such as Oldham, Blackpool, Warrington, and Blackburn in both Currys and John Lewis stores to train staff or promote brand awareness.

JUL 2015 – JAN 2016

Microsoft Windows 10 Representative

Retail Marketing Group, Preston

Reason for leaving: Completion of a 6-month contract; refocused on full-time studies.

- Offering friendly and efficient service to all customers, handled challenging situations with ease.
- Demonstrated respect, friendliness and willingness to help wherever needed.

JUN 2015 – JUL 2015

Microsoft Windows Lumia Representative

Retail Marketing Group, Preston

Reason for leaving: Completion of a 6-week contract; refocused on full-time studies.

- Strong ability to build and maintain relationships with customers, through excellent communication and interpersonal skills.
- Proven track record of consistently achieving or exceeding sales targets, through effective sales techniques and relationship-building strategies.
- Experience in upselling and cross-selling products, to increase sales and customer satisfaction.
- Strong understanding of product features and benefits, and the ability to communicate these effectively to customers.

Education

Bachelor of Computer Science: Software & Game Development

University of Central Lancashire - Preston

Extended Diploma: Interactive Media & Software Development

Blackburn College - Blackburn

Exploring Key Skills and Achievements

Players Player and Recognition Award – Earning the Recognition Award for two consecutive years, along with the Players' Player award at Kensington Additive, reflects my deep commitment and pride in our collective achievements. These honors serve as significant milestones in my career, highlighting my dedication to supporting my colleagues and enhancing our collective work environment. My consistent efforts to assist team members, no matter the challenge, along with my contributions to improving our recruitment practices and pushing the company forward, have been recognized and valued. These recognitions symbolize not just my personal success but our shared drive towards excellence and cooperative growth.

JavaScript, HTML and CSS - Created automation tools to speed up repetitive recruitment activities adopted by many in the company. One tool reads a LinkedIn Recruiter message and automatically copies a relevant response to clipboard. Another scrapes data from a profile to easily be used to create data maps or lead-sheets. I created a platform that has been adopted company-wide to speed up common recruitment practices. This has been improved upon through different projects to assist consultants in different parts of the process whilst organizing key documents. This project was in continuous development for over 2 years and resulted in employees saving a lot of time whilst also capturing more details during calls. One of the latest projects ([Interactive Service Model](#)) is available on my [GITHUB](#).

C++ and C# - languages acquired and developed through my Computer Games Development degree and home practice. Proof of competent coding with C# as I achieved a '1st' in Introduction to Programming and using C++ I achieved 100% in the final assignment of Games Concepts. Continues to develop using C# in my own time working on games such as Burtle (available on the [Play Store](#)) and Elgar's Revenge (Video content on [YouTube](#)).

Sales – By working with companies such as Microsoft, LG, Hoover and Otterbox, I have gained valuable experience in sales. These roles have helped me to develop a strong understanding of the sales process and how to effectively communicate with potential customers. I have also learned how to overcome objections and close deals, which are critical skills in the sales field. Additionally, working with these companies has helped me to build confidence in my abilities and to develop a resilient attitude towards rejection. Through these experiences, I have learned how to identify and target potential customers, how to create and deliver effective sales

itches, and how to build and maintain relationships with clients. Overall, my experience with these companies has helped me to become a skilled and successful sales professional.

IT – excellent IT skills due to studying ICT and Computing for 10 years in education. Fluent in all Microsoft Office programs along with more advanced programs such as Visual Studio, Unity and Android Studio.

Goal Oriented - it is important to set goals so I have something to strive for and excel at, I set goals for everything I do and always aim high. I reached my goals at Microsoft by receiving full marks at the training, gaining the highest grade in Games Concepts with 100%, and sold the most Lumia's out of all the Microsoft Lumia Representatives.

Communication - great written communication skills evidenced by my Computer Games Development degree. Brilliant verbal communication due to over 7 years of working in customer service. This includes learning to translate technical knowledge to people in a clear understandable manner.

Leadership and teamwork - committed team player from working in groups throughout my education and retail experiences, but I also make a fitting leader due to the Leadership Programme I completed at the UCLan Cyprus campus, my communication skills which are changeable for different situations, and have complete integrity. I continued to utilize and develop my leadership skills through group training at LG, and by leading technical projects at Kensington Additive.

Microsoft Accreditation – With extensive training on all things Windows at Microsoft HQ, I was awarded a Microsoft Accreditation for achieving full marks in the Microsoft training.

LG Top Salesman – Proudly promoting the latest LG home entertainment systems I achieved top salesman in the North for selling the most Premium OLED TV's over the Christmas peak period.

Testimonials and Recommendations

Fritz Lang, Co-Founder & CEO at 3D Spark – Throughout our collaboration, Zak demonstrated exceptional professionalism and proficiency in understanding our company's needs and the nuances of our industry. His interactions were fast and seamless, providing timely responses and assistance whenever required. Zak displayed a keen ability to identify highly qualified candidates swiftly, showcasing a deep understanding of our requirements. In fact, his efforts were so effective that we found ourselves presented with not one, but two exceptionally promising candidates. As a result, we are currently considering expanding our team by filling the position twice, a testament to Zak's outstanding talent acquisition skills.

Jeffrey Janney, Global HR Business Partner at GE Additive – During our partnership, I thoroughly enjoyed working with Zak for multiple reasons: 1) Positive and professional demeanor - Zak was always a pleasure to speak to and was prepared to transition quickly to the task at hand. 2) Attention to detail - Zak was extremely organized and had well prepared notes and status updates for each of our conversations. This allowed us to quickly prioritize and focus on our biggest opportunities. 3) Results focused - Zak drove our conversions and followed up with leaders in a respectful but firm manner to drive candidate experience, timely requisition closure, and reduced time to fill. Appreciate your partnership Zak, best of luck to you!

Dino Halugić, Digital Project Manager at WaveSites – I had the pleasure of working with Zak and Kensington Additive on the development of their new website. They chose Wave (WaveSites) as their new website provider. Throughout the process, I was consistently impressed by Zak's knowledge on the development process, clear communication and his strong collaborative spirit. Specifically, Zak demonstrated his knowledge of the recruitment industry by outlining the specific niche in which Kensington Additive is recruiting talents. His ability to adapt to ideas and suggestions proved invaluable in the positive outcome for the project. These qualities, coupled with his positive personality traits, created a smooth and productive collaboration. Overall, I highly recommend Zak as recruitment consultant to anyone seeking a new job in the additive manufacturing industry. His collaborative spirit, clear communication, and strong understanding of the recruitment landscape make him an outstanding consultant.

Leila Bracken, Sales Manager at 3D Spark – Very friendly and incredibly efficient, Zak helped me to successfully land the role I applied for. Zak provided consistent and frequent support throughout the entire recruitment process, with prompt responses via LinkedIn, phone and email. All my queries were handled professionally and the appropriate information was found out when needed. As a British national working in Germany, I was also impressed by Zak's accommodation and understanding of the various bureaucratic complexities of recruiting a foreign worker. Overall, an excellent experience with Zak and Kensington Additive: would fully recommend to anyone looking to pursue a new role or career within the Additive Manufacturing space - even outside of their own country.

Benjamin Zamour, FullStack Developer at Tech Soft 3D – I had the pleasure of being recruited by Zak and I really appreciated his work. He found the perfect project and company for me when it wasn't easy, especially because of my location. I worked as a consultant for a few years and have been in contact with many recruiters and HR managers and Zak may be the best I've met. He gets the job done, he has exceeded all my expectations, he is kind, he is available, he really cares about the person he is

interviewing, he does his best to make sure everyone is satisfied, he tries to get feedback and he also provides honest feedback. I don't have any words to say how happy I am with the project he recruited me for. As a recruiter, I would call his work perfect, but as a person, his kindness, honesty, and thoroughness are the reasons I have no doubt that he is the best recruiter I have ever met. He is committed to getting the best for everyone he works with and it shows in his demeanor.

Ivethe Suazo, Manufacturing Engineer – Zak is exceptional at what he does! while we worked together we never missed any details in the interview process, we always kept in touch through emails, phone calls, left messages, our communication was direct and honest, Zak was always an advocate and negotiator, so that the (us) both parties came to a final agreement.

[View all testimonials](#) on LinkedIn

References available on request.