Raleigh-Durham Greater Metro Area, NC, USA
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AADITYASHAH.com

AADITYA J. SHAH (HE/HIM/HIS)

SKILLS

Customer Success, Customer Enablement, Web Development, Application Programming, Java, Javascript, PHP, ColdFusion, Drupal, Oracle, SQL, ReactJS, GIT, Jira, Office Suite, Adobe Suite, Sharepoint, Bash, Shell, CI/CD, Ability to multitask, Remote troubleshooting skills, Excellent Oral and Written communication skills, Customer Service, Leadership, Mentorship, Project Management.

Programming Languages: Java, C, C++, Pascal, HTML5, SQL, PHP, VB, ColdFusion, ActionScript, XML, XHTML, DHTML, SVG, JavaScript, VB.NET, CSS3, ExpressionEngine, ASP.Net, SiteExecutive, Oracle

Operating Systems: UNIX/Linux, Windows 95/98/ME/XP/2000/Vista/7, Windows Server 2008 R2, OSX, Ubuntu

Software: Microsoft Office Suite, Flash, Dreamweaver, Director, Fireworks, Photoshop, Illustrator, InDesign, phpMyAdmin, MySQL, Visio, Visual Studio, MS Access, Eclipse, UltraEdit, FTP, HTML Editors, Sharepoint Server 2008, Sharepoint Designer, Active Directory, Remote Desktop Connection, WireShark, VirtualBox, Vagrant,

Git Bash, GIT, JIRA, AHT, Drutiny, ACLI, CFCLI

Drupal: Drupal 7, Drupal 8, Drupal 9, Drush 7, Drush 8, Drush 9, Drush 10

React: NextJS, Vercel Platform, ReactJS

EXPERIENCE

Cloudflare, Cary, NC [Remote]

Senior Technical Account Manager

OCT 2024 - PRESENT

- Actively grew and supported Cloudflare's Strategic customers
- Oversee 2 customer accounts totalling in over $6 million ACV
- Plan, Diagram, and Advise on implementation of Cloudflare's Connected Cloud Platform for customers
- Develop internal practices and procedures for TAM engagement and scope of work
- Developed internal tooling to help show TAM value to customers
- Troubleshoot technical issues arising in Cloudflare's Connected Cloud Platform
- Assist in Incident Response and Management for Cloudflare's Premium customers

Mabl, Cary, NC [Remote]

Technical Account Manager

JUN 2023 - OCT 2024

- Actively maintain and build relationships with mabl's customers
- Set up recurring meetings with mabl Customers, and ensure that they are getting full use out of the full testing suite mabl offers
- Provide troubleshooting and enablement
- Ensure successful test creation, and maintenance
- Efficiently juggle multiple requests from multiple customers facing a wide range of challenges
- Collaborate with other team members on technical and customer service challenges
- Troubleshoot technical and non-technical issues that arise for customers
- Help customers integrate mabl tests into their active CI/CD Pipelines
- Develop custom trainings for customers to ramp up their team in their own environment
- Mentored and trained Customer Success ICs on the Mabl Unified Platform
- Developed workarounds and training guides for internal and external customers to leverage mabl in "out of the box" ways to accomplish goals
- Covered for Solutions Architects/Engineers to create POCs and enable customers to succeed during trial periods thus closing deals

Acquia, Cary, NC [Remote]
Senior Named Technical Account Manager, Team Lead

AUG 2022 - JUN 2023

- Engage customers on the Acquia Platform to ensure their enablement and success
- Deliver quarterly reports containing Customer Engagement, Feedback, and requests to Leadership
- Actively maintain and build relationships with Acquia's customers
- Set up recurring meetings with Acquia Customers, and ensure that they are getting full use out of their entitlements
- Provide troubleshooting and enablement on all of Acquia's products
- Provide troubleshooting and guidance on a wide variety of technical and strategic topics, including CMS best practices,
- development workflows, and industry best practices
- Ensure successful site launches, and maintenance
- Facilitate connections between Subject Matter Experts within Acquia and customers
- Efficiently juggle multiple requests from multiple customers facing a wide range of challenges
- Collaborate with other team members on technical and customer service challenges
- Provide guidance internally to Acquia Team Members on best practices and guidance for implementations
- Troubleshoot technical and non-technical issues that arise for customers with regards to Acquia products or the relationships

Vercel, Cary, NC [Remote]
Senior Manager, Customer Success Managers AMER

JUN 2021 - JUL 2022
- Actively maintain and build relationships with Vercel's customers
- Developed path and trained new Customer Success Managers (CSM)
- Developed KPIs and Growth Structure for Customer Success Managers
- Developed Re-engagement Strategy for Stagnant Customers
- Developed Policies and Procedures for continuing growth and acceptance for customers
- Developed Cross Departmental Collaboration procedures and structure
- Managed a team of 13 CSMs and helping them to deliver exceptional customer experiences
- Set, measured, and analyzed Key Performance Indicators to clearly indicate what success looks like
- Hired and grew the CSM team to keep pace with customer demands
- Used a CS CRM to scale the CSM function and engage the entire company in CSM activity

- Identified further data requirements for the CRM and worked with CS Operations to enable
- Evaluated existing processes and workflows, improving and adding wherever required
- Coached your team through various methods to help them deliver a better service
- Acted as an escalation point for any customers dissatisfied with the platform service
- Worked closely with the CSE managers to consistently improve customer issue resolution
- Forecast key CSM metrics through a variety of data analysis tools, actioning where required
- Reported the above metrics to the CS Director and Executive leadership team on a weekly basis

Acquia, Cary, NC [Remote]
Technical Account Manager

APR 2019 - JUN 2021
- Actively maintain and build relationships with Acquia's customers
- Set up recurring meetings with Acquia Customers, and ensure that they are getting full use out of their entitlements
- Provide troubleshooting and enablement on all of Acquia's products
- Provide troubleshooting and guidance on a wide variety of technical and strategic topics, including CMS best practices,
- development workflows, and industry best practices
- Ensure successful site launches, and maintenance
- Facilitate connections between Subject Matter Experts within Acquia and customers
- Efficiently juggle multiple requests from multiple customers facing a wide range of challenges
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- Troubleshoot technical and non-technical issues that arise for customers with regards to Acquia products or the relationship

North Carolina Supreme and Appellate Court System, Raleigh, NC
Senior Web Developer

AUG 2018 - APR 2019
- Actively developed and maintained web application for the Supreme Court and Appellate Court of NC
- Help Desk support for Appellate Court and Supreme Court of NC
- Developed PHP applications for use for the Justices and Judges of the NC Appellate Court System to track and maintain active and closed Court sessions
- Custom PHP code for creating a Dynamic PDF Directory of both Court systems

US House of Representatives, Washington, DC
Lead Senior Developer

MAR 2017 - AUG 2018
- Actively maintained and developed Drupal for House.gov, Representative, and Committee websites
- Leveraged ESRI Maps API to replace Google Maps on House.gov
- Led Development Team for House.gov Drupalization
- Maintained and patched internal House Intranet
- Developed Custom Vagrant Box (Virtual Machine) for Development Team
- Established GIT workflow
- Established Best Practices concerning documentation and ticketing
- Responsible for interviewing applicants for various IT and non-IT positions
- Development Team Lead
- Responsible for leading team to replace Google Search Appliance with Solr Search for House.gov
- Responsible for selecting Cloud Vendor to move House.gov and affiliate websites to the Cloud
- Installed, deployed, maintained, and updated JIRA and Jenkins
- Developed SSL Implementation Strategy

- Developed Web Vendor Capabilities Assessment for evaluation of potential vendors
- SCRUM Master : Duties include running the daily stand up, running the Sprint Retrospective meetings, running the Sprint Planning Meetings, running the Backlog Grooming meetings

Additional work experience available upon request.

EDUCATION

Rochester Institute of Technology, Rochester, NY
BS Information Technology

AUG 2005 - FEB 2010
Courses: Networking Fundamentals, Computer Architecture, Multimedia Programming, Programming in Java, Databases and Database Architecture, Programming for the Web, Website Design and Implementation, Data Analysis, Interactive Digital Media, Data Communications

AWARDS/CERTIFICATIONS
CompTIA A+
CompTIA Security+
Drupal 7 Site Builder
Drupal 8 Site Builder
Acquia Certified Cloud Pro
Acquia Cloud Site Factory Pro
Cloudflare AppSec SME
Mabl Certifications