ALEX K. LEE

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SKILLS   React, Redux, Ruby, Ruby on Rails, Javascript, jQuery, SQL, Git, HTML5, CSS3

PROJECTS

Yabber (Rails, React, Redux HTML5, AWS and CSS3)   **Live Site |Github**

A fullstack single-page clone of Microsoft's Yammer, where users can post Messages, create Groups, and surface relevant information to get work done.
- Generated custom error handling messages to restrict sign-up of personal emails to model Yammer's sign-up flow
- Constructed the ability to create messages relegated for specific Groups, setting visibility of messages strictly for those Groups
- Implemented functionality to respond to Messages with Comments and start unique Message threads

Fight the Power (MongoDB, Express, React, and Node.js)   **Live Site | Github**

A lightweight CRM tool for protest organizers to communicate with fellow activists through mass SMS text messages.
- Led backend efforts for user authentication/sign-up, contacts creation/deletion, and mass-texting ability
- Implemented encryption of contacts so no personal user information (phone numbers) are stored in the database
- Set up the ability for users to send out mass texts utilizing Twilio API and sending back success/failure responses
- Coordinated efforts in setting up bulk upload functionality of user contacts via CSV file

Speech Bubbles (Javascript, HTML, CSS and D3.js)   **Live Site | Github**

A data visualization application utilizing vanilla Javascript and D3,js
- Constructed a framework that allows users to create dynamic, bubble cluster charts based off user input words
- Utilized an API to fetch the frequency of word usage to render circles of corresponding size

EXPERIENCE

Optimizely, *Customer Success Manager* New York, NY   2017-2020
- Managed customers like Bonobos, Peloton, ClassPass, and MailChimp in building out their A/B Testing programs
- Advised on implementation of program level metrics, onboarding programs, knowledge-sharing, and reporting capabilities to evangelize and embed testing in core workflows of product and marketing teams
- Renewed net 106% of customers in portfolio

GitHub, *Customer Success Manager* San Francisco, CA   2016-2017
- Maintained & developed 30+ customer relationships with active recurring revenue of $3MM+ through training, troubleshooting, executive business reviews, program building, and sharing best practices
- Developed, refined, and tailored onboarding assets, marketing materials, and training materials to specific clients
- Partnered closely with Account Executives to seamlessly transition clients from pre-sales to post-sales success

New Relic, *Customer Success Manager* San Francisco, CA   2014-2016
- Partnered with key Fortune 500 customers (CBS, Time Inc, Conde Nast, Time Warner Cable) analyzing engagement data to determine which specific areas of the business to prioritize focus on, ensuring adoption and executing successful onboarding plans, which resulted in reaching 101% of $75 million team renewal quota for FY2015
- Drove product adoption through execution of Customer Success plans for key mid-market technology customers such as Zendesk, Square, GameStop, One Kings Lane, and Nordstrom which led to seamless renewals and growth in revenue of accounts.

Microsoft/Yammer, *Partner Manager* San Francisco, CA   2012-2014
- Conducted onboarding for all Microsoft Office365 partners located in the Mid-Atlantic region for SMB sector, which led to a reduction in support tickets filed, decreased ramp period for partners, and uptick in revenue generated.
- Trained Microsoft partners on positioning/selling of Office365, technical specs, and new products/updates to existing product lines which led to being in the top 25% of teams exceeding the territory-wide quota

EDUCATION

App Academy New York, NY   2020
- Software Development bootcamp

Columbia University New York, NY   2007-2011
- Bachelor of Arts in Psychology