

ALYSSA GREENBURG

APPLICATION SPECIALIST

PROFESSIONAL PROFILE

I'm an application specialist who manages InMoment's Financial Services clients' customer experience programs including data analysis, dashboard reporting, survey design, case management, and going the extra mile to develop strong client relationships.

ACHIEVEMENTS

- Turned around a \$500K account in 2 months and retained their business for an additional 3 years through developed trust with client, responsiveness, attention to detail, and solving their pain points in our platform with products they were not using previously or a different approach with current functionality.
- Implemented a product (worth \$10K annually) for multiple clients to upsell in next contract
- Received a score of 113% on most recent performance review

COMPETENCIES

- HTML & CSS (Responsive Design)
- JavaScript & jQuery
- Web API
- GitHub
- Productivity software including Microsoft Office & G-Suite
- SQL
- Data analysis and visualization
- Salesforce
- Project management, including MS Project, JIRA & Gantt charts
- Collaboration
- Problem Solving
- Integrity
- Planning
- Leadership
- Customer-oriented

CONTACT ME HERE:

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EMPLOYMENT BACKGROUND

Application Specialist

INMOMENT, FORMERLY MARITZCX | JAN 2019 - CURRENT

- Manage multiple Financial Services clients day-to-day operations including data analysis, dashboard reporting, API/SFTP automations, platform troubleshooting, survey design, and case management
- Train clients daily by email, phone, and Zoom on InMoment platform features and best practices to ensure success in CX programs
- Seek opportunities to enhance the platform through site cleanup, QA tasks, additional projects, thorough documentation, and change logs
- Think outside of the box to implement new products to improve processes, client experience, and customer experience; and to streamline manual work and increase efficiency

Sales Operations Specialist

HIREVUE | AUG 2018 - OCT 2018

- Responsible for all legal compliance regarding contracts and renewals
- Trained and provided support to the sales team and management
- Worked closely with the Salesforce Development team to improve customization and increase process efficiency of the organization's SFDC

Assistant Team Lead

CONSERVICE | JUL 2014 - JUL 2018

- Oversaw operations of 15 team members for the New Construction and Setup team, including project management, innovation, and efficient problem solving
- Trained team members more efficiently to increase setup of properties from 150 to 200 each month
- Scheduled shifts and gave evaluations
- Trained 2+ new hires weekly
- Collaborated with nine other assistant team leads to incentivize team members to increase performance

EDUCATION BACKGROUND

University of Utah

CURRENTLY ENROLLED IN FULL-STACK WEB DEVELOPMENT CODING BOOTCAMP

- Attending from Jan 2021 - Jul 2021
- Covers HTML, CSS, JavaScript, APIs, PHP, React, SQL, Databases, and Git

Utah State University

*BACHELOR OF ARTS IN MANAGEMENT INFORMATION SYSTEMS, 2018
MINOR IN PEOPLE MANAGEMENT*

- Attended from 2014-2018
- Graduated Cum Laude
- Senior project: Reorganized the new hire process for Cache Valley Bank's IT team using KACE management software to decrease time of building workstations and improve communication between departments