

Baile Wolfe

Customer Success Engineer with a background in software engineering, account management, and technical troubleshooting. Passionate for problem solving, continuous improvement and customer satisfaction.

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EXPERIENCE

Synerfac Technical Staffing, Hunt Valley, MD

Account Representative

August 2024 - Present

- Built and maintained relationships with clients, acting as a trusted advisor to understand business needs and provide tailored staffing solutions.
- Managed client escalations, troubleshooting concerns, and negotiating resolutions to ensure satisfaction and long-term success.
- Communicated effectively with technical and non-technical stakeholders, adapting messaging based on audience expertise.
- Conducted strategic consultations, using my curiosity and empathy to ask open-ended questions, uncovering pain points to recommend solutions aligned with customer goals.
- Tracked key success metrics and monitored customer engagement to proactively identify areas for improvement.

Sit Means Sit Dog Training, Bel Air, MD

Account Manager

October 2023 - August 2024

- Consulted with clients to identify individualized training needs, creating personalized action plans to ensure success.
- Developed and maintained strong client relationships, driving customer adoption and retention.
- Proactively identified and addressed customer concerns, ensuring continued satisfaction and engagement.
- Delivered group training sessions, presenting complex information in a clear, engaging manner.
- Utilized CRM tools to track client progress, follow-ups, and customer success metrics.

The Johns Hopkins Applied Physics Laboratory, Laurel, MD

Software Engineer

January 2022 - October 2023

- Developed and maintained software solutions using .NET, SQL, and APIs, improving system performance and reliability.
- Troubleshoot and resolved software issues, using debugging tools, log analysis, and collaboration with cross-functional teams.
- Created a client-facing web application featuring real-time data updates, interactive visualizations, and user input functionality.
- Designed a service-based backend that processed data, executed algorithms, and facilitated API communication.
- Provided technical documentation and training to stakeholders, ensuring effective adoption of software solutions.

SKILLS

Strong communication

Analytical approach to problem-solving

Team collaboration

Adaptability and willingness to learn

Attentive to detail

PROGRAMMING & SCRIPTING:

Python, C#, C++, Java, JavaScript, SQL

FRAMEWORKS & LIBRARIES:

.NET, TensorFlow, PyTorch

DATABASE MANAGEMENT

SQL

NETWORKING & SYSTEMS

VoIP (Cisco Unity, Cisco Unified Call Manager), Docker

TROUBLESHOOTING & DEBUGGING

Software issue resolution, log analysis, root cause identification

LINKS

LinkedIn:

[linkedin.com/in/baile-wolfe/](https://www.linkedin.com/in/baile-wolfe/)

PROJECT MANAGEMENT

Jira, Github, Gitlab

The University of Maryland, Baltimore County (UMBC),
Technical Customer Success

January 2020 - December 2021

- Managed customer support tickets, troubleshooting and resolving VoIP-related issues using Cisco Unity and Cisco Unified Call Manager.
- Provided technical guidance to thousands of employees, ensuring seamless phone system operations.
- Communicated complex technical concepts in clear, user-friendly language for non-technical stakeholders.
- Collaborated with cross-functional teams to improve issue resolution times and service reliability.

EDUCATION

The University of Maryland, Baltimore County (UMBC),
Baltimore, MD — *Bachelors of Science, Computer Science*

August 2018 - May 2022