

David Andre Crichlow

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Training Manager/Consultant

Customer service specialist with 10+ years of customer experience across a broad range of industries including system administration, mobile device management, and restaurant point of sale. Proven ability to train customers, and implement and support various products. Skilled in analyzing customer requirements, formulating plans of action and relaying them to the necessary parties.

Areas of Expertise Include:

- Customer/Employee Training and Documentation
- Mobile Device Management
- Product Management
- Software Consulting
- Customer Service
- Desktop Support
- Network and Server Support
- Public Speaking

Professional Experience

Gusto/Qu POS – July 2016 - Present

Manager of Operational Readiness

Developed and implemented both customer and employee onboarding training programs and maintained the customer knowledge base.

- Worked with several departments to develop the training programs and was responsible for teaching new employees and customer about Qu and how to use and configure the products
- The training program included, in person and remote training as well as customer documentation, and videos.

Implementation Specialist

Assisted with the various stages of the customer onboarding process. Additionally, was tasked in analyzing support products for the purpose of ticket tracking/management and developing support processes.

- Assisted customers with configuring the point of sale for use in their restaurant. This included menu configuration, employee management and generating reports.
- Assisted with creating both admin and user guides that helped prepare the customers for successful implementations.
- Analyzed various support products and provided guidance on processes that would improve the support organization. Ultimately, selected Zendesk and worked with the Customer Experience Director to implement and train the team.

VMware AirWatch, Sandy Springs, GA – September 2014 – July 2016

Implementation Consultant

Transitioned to the deployment team to assist customers in implementing all components of AirWatch. Became a subject matter expert of the Windows integration.

- As the Windows subject matter expert assisted team members in becoming proficient in integrating the devices with AirWatch as well as troubleshooting common issues

Application Support Engineer

Supported various aspects of the mobile device management product. After a couple of months became an email subject matter expert and supported both the on premises and SaaS versions.

- Specialized in supporting all aspects of email integration ranging from device email configuration to PowerShell implementation
- As an email subject matter expert assisted colleagues in resolving customer issues while becoming proficient in other components of the product such as content integration, and iOS and Android device management

BlueWave Computing, Smyrna, GA – January 2012 – September 2014

System Administrator

Assisted several customers in their day-to-day IT administration needs. Support ranged from client issues such as software installations and virus clean up to server support and maintenance.

- Became proficient in managing Exchange and Active Directory, and server maintenance software such as Symantec Backup Exec and Trend Micro Antivirus.

Education and Technical Proficiencies

Bachelor of Science (BS) in Computer Science (2011)

Southern Polytechnic State University, Marietta, GA

Certifications

CompTIA A+, HDI Support Center Analyst, Microsoft Certified Solutions Associate,
AirWatch Enterprise Mobility Professional

Technical Skills

Java, HTML, C, C++, C#, SQL, Microsoft Exchange, LabVIEW, Symantec Backup Exec, Microsoft Office,
AutoCAD, FormZ, Zendesk, Active Directory, AirWatch