

Summary

Solutions-focused engineer with expertise in building scalable systems that enhance connectivity between people, products, and outcomes. Proven track record in software engineering, product design, and customer success, delivering full-stack SaaS tools and API integrations that drive efficiency and customer satisfaction. As Founder of Ober Artisan Drums, led comprehensive digital transformation initiatives, optimizing e-commerce, CRM, and marketing automation for measurable impact. Core strengths include SaaS implementation, customer lifecycle enablement, and cross-functional leadership.

Skills

- Solutions Engineering
- Full-Stack Web Development
- Customer Success Strategy
- Pre-Sales & Post-Sales Technical Support
- Cloud Platforms (Google Cloud / AWS)
- Data Analysis & KPI Reporting
- API Integration & RESTful Architecture
- SaaS Implementation & Enablement
- Technical Troubleshooting & Debugging
- Product Design & UX/UI Collaboration
- Automation Tools & Workflow Optimization
- Process Improvement & Documentation

Experience

Ober Artisan Drums

June 2024 to Current

Founder / Full-Stack Developer / Product Designer

Nashville, Tennessee

- Developed and managed a custom e-commerce platform, enhancing user experience and sales.
- Implemented efficient checkout and inventory systems, optimizing order processing and fulfillment.
- Led brand identity and UX/UI design, significantly boosting customer engagement and loyalty.

JLL Technologies

September 2021 to May 2024

Solutions Engineer

- Collaborated with teams to deliver scalable API solutions, enhancing client satisfaction and efficiency.
- Developed and documented processes for seamless API integration, boosting deployment success rates.
- Conducted thorough API testing to ensure performance reliability and mitigate technical risks.
- Created technical documentation to facilitate knowledge sharing and improve team collaboration.

General Assembly

November 2020 to March 2021

Software Engineering Immersive Fellow

- Led agile sprints and code reviews, enhancing team collaboration and project delivery.
- Developed full-stack applications, integrating modern frameworks and APIs.
- Engineered scalable web solutions, optimizing performance and user experience.
- Collaborated on diverse projects applying engineering principles to solve complex problems.
- Demonstrated proficiency in React, Node.js, and Ruby on Rails.

JumpCrew

February 2020 to July 2020

Client Success Manager

Nashville, Tennessee (Hybrid)

- Managed client relationships, ensuring campaign success and fostering long-term partnerships.
- Delivered insights on KPIs, enhancing ROI and client engagement through strategic analysis.
- Collaborated with teams to streamline campaign execution, driving seamless delivery and client satisfaction.

- Resolved client issues promptly, boosting retention and minimizing churn effectively.
- Facilitated upsell and renewal efforts contributing to revenue growth and loyalty.

CarGurus

July 2017 to August 2019

Manager, Customer Success

- Led a 20-member team, maintaining 90%+ customer satisfaction.
- Integrated customer insights into product development, boosting efficiency.
- Awarded President's Club for leadership during high growth.

CarGurus Inc.

August 2016 to June 2017

Team Lead, Customer Success

- Led a 16-member team to enhance support efficiency.
- Implemented KPI metrics to improve service quality.
- Conducted performance reviews and one-on-one coaching.
- Collaborated with teams to streamline workflows.
- Boosted overall satisfaction and readiness for promotions.

CarGurus Inc.

January 2015 to May 2016

Customer Success Specialist

- Managed 250+ dealership accounts, optimizing lead flow and ROI.
- Resolved client inquiries and technical issues.
- Implemented a scalable Customer Success framework.
- Analyzed performance data to boost conversion rates.
- Improved customer retention and satisfaction.

Education

General Assembly

March 2021

Certificate of Completion: Software Engineering Immersive

Nashville, Tennessee

Berklee College of Music

Coursework Toward Bachelor's Degree: Film Scoring And Composition

Boston, Massachusetts

Dean College

May 2007

Associate of Arts: Liberal Arts And History

Franklin, Massachusetts

Awards

CarGurus President's Club Award, 2017

Volunteering

YearUp (Jan 2015 - Aug 2019)

Websites, Portfolios, Profiles

- <https://github.com/daniel-ober>
- <https://www.danielober.com>
- <https://www.linkedin.com/in/daniel-ober>