

DEE RICHARDS

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SUMMARY

Tech-driven **Client Operations & IT Specialist** with **7+ years** of experience across SaaS, remote support, and full-stack environments. Proven track record of improving operational efficiency, leading cross-functional teams, and optimizing client success for high-growth startups. Adept at bridging technical problem-solving with client relationship management to drive retention, scalability, and measurable business results.

WORK EXPERIENCE

Ready Education

Client Operations Manager

(Full-Time, Remote)

Mar 2023 – Oct 2025

- Managed a portfolio of **90+** SaaS clients, driving renewals, upsells, and satisfaction across mid-market and enterprise accounts.
- Partnered with Sales and Product teams to identify expansion opportunities and strengthen retention, achieving a **96%** satisfaction rate.
- Drove consistent pipeline growth through strategic outreach, onboarding initiatives, and proactive engagement with client stakeholders.

Honest Networks

Information Technology Services Specialist

(Part-Time, Remote)

Jan 2023 – Present

- Maintain and grow relationships with **900+** clients, providing technical guidance and delivering service excellence with a **95%** satisfaction rating.
- Collaborate with internal teams to optimize installations and service delivery, ensuring **95%** on-time completion and high client retention.
- Build rapport with customers to identify long-term account needs and strengthen loyalty through consistent, solution-oriented communication.

100Devs

Full Stack Software Engineer

(Full-Time Remote)

Feb 2021 – Dec 2023

- Collaborated with interdisciplinary teams to develop applications and tools, enhancing user decision-making processes and resulting in a **40%** increase in user engagement
- Managed a portfolio of key client accounts, exceeding retention goals by **15%** through proactive communication, problem-solving, and exceeding client expectations
- Implemented strategic software engineering solutions to improve user experience and functionality, resulting in a **25%** decrease in user complaints

Marquette University

Client Operations Manager/Technical Support Specialist

Milwaukee, WI (Hybrid)

Sep 2017 – May 2021

- Managed key accounts by maintaining solid relationships, proactively addressing client needs, and utilizing CRM tools, contributing to a **20%** growth in account revenue
- Led alumni engagement efforts, resulting in a **30%** increase in alumni participation in educational success programs, translating to an additional **500** alumni engaged annually
- Onboarded **1000+ clients**, ensuring seamless integration with Marquette's systems and enhancing user satisfaction, leading to a **92%** retention rate

SKILLS

Technical Skills: Jira, Linux, LAN/WAN, DNS, VoIP, Virtualization, Active Directory, Data Tracking & Analysis

Tools & CRM: Salesforce, CRM Systems, Reporting/Analytics, SIS, LMS, Presentation Tools

Core Strengths: Client Management, Project Leadership, Project Coordination, Communication

EDUCATION & CERTIFICATIONS

Marquette University

BFA in Communications and Media

BA in Sociology

Milwaukee, WI

Graduation Date | May 2021

- Dean's List, Chris Farley Award, Honors Program, BSC, Women Who Code

Google IT Support Specialist Certification

Completed 2023

- Enhanced abilities in debugging, encryption algorithms, customer service, network protocols, and cloud computing