

# DEE RICHARDS

Chicago, IL | [LinkedIn](#) | (414) 215-3617 | [deefullstack@gmail.com](mailto:deefullstack@gmail.com) | [GitHub](#) | [dee-swe.netlify.app/](https://dee-swe.netlify.app/)

## 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

---

<b>Ready Education</b>	<b>(Full-Time, Remote)</b>
<i>Client Operations Manager</i>	<i>Mar 2023 – Oct 2025</i>
<ul style="list-style-type: none"><li>Managed a portfolio of <b>90+</b> SaaS clients, driving renewals, upsells, and satisfaction across mid-market and enterprise accounts.</li><li>Partnered with Sales and Product teams to identify expansion opportunities and strengthen retention, achieving a <b>96%</b> satisfaction rate.</li><li>Drove consistent pipeline growth through strategic outreach, onboarding initiatives, and proactive engagement with client stakeholders.</li></ul>	
<b>Honest Networks</b>	<b>(Part-Time, Remote)</b>
<i>Information Technology Services Specialist</i>	<i>Jan 2023 – Present</i>
<ul style="list-style-type: none"><li>Maintain and grow relationships with <b>900+</b> clients, providing technical guidance and delivering service excellence with a <b>95%</b> satisfaction rating.</li><li>Collaborate with internal teams to optimize installations and service delivery, ensuring <b>95%</b> on-time completion and high client retention.</li><li>Build rapport with customers to identify long-term account needs and strengthen loyalty through consistent, solution-oriented communication.</li></ul>	
<b>100Devs</b>	<b>(Full-Time Remote)</b>
<i>Full Stack Software Engineer</i>	<i>Feb 2021 – Dec 2022</i>
<ul style="list-style-type: none"><li>Collaborated with interdisciplinary teams to develop applications and tools, enhancing user decision-making processes and resulting in a <b>40%</b> increase in user engagement</li><li>Managed a portfolio of key client accounts, exceeding retention goals by <b>15%</b> through proactive communication, problem-solving, and exceeding client expectations</li><li>Implemented strategic software engineering solutions to improve user experience and functionality, resulting in a <b>25%</b> decrease in user complaints</li></ul>	
<b>Marquette University</b>	<b>Milwaukee, WI (Hybrid)</b>
<i>Client Operations Manager/Technical Support Specialist</i>	<i>Sep 2017 – May 2021</i>
<ul style="list-style-type: none"><li>Managed key accounts by maintaining solid relationships, proactively addressing client needs, and utilizing CRM tools, contributing to a <b>20%</b> growth in account revenue</li><li>Led alumni engagement efforts, resulting in a <b>30%</b> increase in alumni participation in educational success programs, translating to an additional <b>500</b> alumni engaged annually</li><li>Onboarded <b>1000+ clients</b>, ensuring seamless integration with Marquette's systems and enhancing user satisfaction, leading to a <b>92%</b> retention rate</li></ul>	

## 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

---

<b>Marquette University</b>	<b>Milwaukee, WI</b>
<i>BFA in Communications and Media</i>	<i>Graduation Date   May 2021</i>
<i>BA in Sociology</i>	
<ul style="list-style-type: none"><li>Dean's List, Chris Farley Award, Honors Program, BSC, Women Who Code</li></ul>	
<b>Google IT Support Specialist Certification</b>	<b>Completed 2023</b>
<ul style="list-style-type: none"><li>Enhanced abilities in debugging, encryption algorithms, customer service, network protocols, and cloud computing</li></ul>	