

DEE RICHARDS

Chicago, IL | [LinkedIn](#) | (414) 215-3617 | deefullstack@gmail.com | [GitHub](#) | 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

Ready Education

Client Operations Manager

(Full-Time, Remote)

Mar 2023 – Oct 2025

- Led client operations for **90+** higher-ed partnerships, driving SaaS platform adoption and long-term engagement with a **96%** satisfaction rate
- Improved client onboarding efficiency by **35%** through cross-team collaboration with product, engineering, and leadership
- Supported strategic restructuring and executive-level initiatives, ensuring operational stability and client retention during company transition

Honest Networks

Information Technology Services Specialist

(Part-Time, Remote)

Jan 2023 – Present

- Deliver prompt and expert technical support, maintaining an average resolution time of 15 minutes, exceeding the industry standard by **20%**
- Develop and maintain positive relationships with over **900 clients**, achieving a **95%** client satisfaction rating through clear communication and proactive problem-solving
- Collaborate with clients to coordinate installations, achieving a **95%** on-time completion rate for network infrastructure deployment, resulting in increased client satisfaction

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

Milwaukee, WI

Graduation Date | May 2021

BA in Sociology

- 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