DEE RICHARDS

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SUMMARY

Committed to delivering exceptional customer experiences through proactive communication, with expertise in network troubleshooting, software development, and customer operations management.

WORK EXPERIENCE

Honest Networks   **New York (Remote)**
Information Technology Services Specialist   *Jan 2023 – Present*

- Provided prompt and expert technical support, maintaining an average resolution time of 15 minutes, exceeding the industry standard by 20%.
- Developed and maintained positive relationships with over 500 clients, achieving a 95% client satisfaction rating through clear communication and proactive problem-solving.
- Collaborated with clients to coordinate installations, achieving a 95% on-time completion rate for network infrastructure deployment, resulting in increased client satisfaction.

100Devs   **Los Angeles, CA (Remote)**
Full Stack Software Engineer   *Feb 2022 – 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   **Milwaukee, WI (Hybrid)**
Client Operations Manager/Technical Support Specialist   *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.
- Onboarding for 500+ clients, ensuring seamless integration with Marquette's systems and enhancing user satisfaction, leading to a 92% retention rate.

SKILLS

Account Management, Project Management, Salesforce Automation, Reporting/Analytics, CRM, Proactive Communication, Issue Resolution, Jira, Linux, OS Management, LAN/WAN Configuration, Diagnostics, DNS Expertise, VoIP Proficiency, Virtualization, ITIL Practices, Active Directory

EDUCATION & CERTIFICATIONS

Marquette University   **Milwaukee, WI**
BFA in Communications and Media   *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.