

DEE RICHARDS

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SUMMARY

Strategic Client Relationship Manager with 8+ years of experience managing enterprise and high-value client portfolios in regulated, services-driven environments. Proven ability to own retention, resolve escalations, coordinate cross-functional stakeholders, and serve as a trusted advisor to senior client and executive partners. Adept at leveraging data, process optimization, and consultative engagement to protect revenue, drive organic growth, and deliver consistently high-quality client experiences.

WORK EXPERIENCE

Ready Education <i>Client Operations Manager</i>	(Full-Time, Remote) Mar 2023 – Oct 2025
<ul style="list-style-type: none">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 <i>Information Technology Services Specialist</i>	(Part-Time, Remote) Jan 2023 – Present
<ul style="list-style-type: none">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 <i>Full Stack Software Engineer</i>	(Full-Time, Remote) Feb 2021 – Dec 2022
<ul style="list-style-type: none">Collaborated with interdisciplinary teams to develop applications and tools, enhancing user decision-making processes and resulting in a 40% increase in user engagementManaged a portfolio of key client accounts, exceeding retention goals by 15% through proactive communication, problem-solving, and exceeding client expectationsImplemented strategic software engineering solutions to improve user experience and functionality, resulting in a 25% decrease in user complaints	
Marquette University <i>Client Operations Manager/Technical Support Specialist</i>	Milwaukee, WI (Hybrid) Sep 2017 – May 2021
<ul style="list-style-type: none">Managed key accounts by maintaining solid relationships, proactively addressing client needs, and utilizing CRM tools, contributing to a 20% growth in account revenueLed alumni engagement efforts, resulting in a 30% increase in alumni participation in educational success programs, translating to an additional 500 alumni engaged annuallyOnboarded 1000+ clients, ensuring seamless integration with Marquette's systems and enhancing user satisfaction, leading to a 92% retention rate	

SKILLS

Technical Skills: Client Relationship Management, Enterprise Account Ownership, Retention & Renewal Strategy, Escalation Management, Regulatory & Compliance Awareness, CRM Systems (Salesforce), Data Analysis & Reporting, Cross-Functional Coordination

Core Strengths: Executive Stakeholder Management, Client Advocacy, Issue Resolution & Troubleshooting, Strategic Account Planning, Communication, Project Leadership, Process Optimization

EDUCATION & CERTIFICATIONS

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