

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	(Full-Time, Remote)
<i>Client Operations Manager</i>	<i>Mar 2023 – Oct 2025</i>
<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	(Part-Time, Remote)
<i>Information Technology Services Specialist</i>	<i>Jan 2023 – Present</i>
<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	(Full-Time Remote)
<i>Full Stack Software Engineer</i>	<i>Feb 2021 – Dec 2023</i>
<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	Milwaukee, WI (Hybrid)
<i>Client Operations Manager/Technical Support Specialist</i>	<i>Sep 2017 – May 2021</i>
<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: 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	Milwaukee, WI
<i>BFA in Communications and Media</i>	<i>Graduation Date May 2021</i>
<i>BA in Sociology</i>	
<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	