

## DEE RICHARDS

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### SUMMARY

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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

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#### 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

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**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

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#### Marquette University

*BFA in Communications and Media*

*BA in Sociology*

**Milwaukee, WI**

*Graduation Date | May 2021*

- 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