

## DEE RICHARDS

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### SUMMARY

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Tech-driven Operations Specialist with 7+ years of experience in IT support, SaaS, and full-stack development, combining technical problem-solving with clear communication to drive client success.

### WORK EXPERIENCE

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#### Honest Networks

New York (Remote)

Information Technology Services Specialist

Jan 2023 – Present

- Provide 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 500 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

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

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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

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.