DEE RICHARDS

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SUMMARY

Committed to exceptional customer experiences through proactive communication. Skilled in network troubleshooting, software development, and customer relationship management.

WORK EXPERIENCE

Honest Networks   **New York (Remote)**
Information Technology Services Specialist   *Jan 2024 – Present*
- Provided prompt and expert technical support, maintaining an average resolution time of 15 minutes, exceeding the industry standard by 20%.
- Achieved a 98% success rate in resolving routing issues on the first attempt, ensuring seamless data flow for over 500 clients.
- 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.
- Utilized the MERN stack to build robust software solutions, optimizing website performance and increasing SEO visibility by 80%, driving a 50% increase in organic traffic.
- Implemented strategic software engineering solutions to improve user experience and functionality, resulting in a 25% decrease in user complaints.

Marquette University   **Milwaukee, WI (Hybrid)**
Technical Support Specialist/Customer Success Manager   *Sep 2017 – May 2021*
- Led alumni engagement efforts, resulting in a 30% increase in alumni participation in educational success programs, translating to an additional 500 alumni engaged annually.
- Facilitated onboarding for 100+ clients, ensuring seamless integration with Marquette's systems and enhancing user satisfaction, leading to a 95% retention rate.
- Achieved a 97% client satisfaction rate through proactive support and personalized assistance, resulting in increased referrals and client retention.

SKILLS

CRM**,** Proactive Communication, Issue Resolution, Jira, Linux, OS Management, LAN/WAN Configuration, Diagnostics, DNS Expertise, VoIP Proficiency, Virtualization, ITIL Practices, Active Directory Administration

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.