

Dustin Trembath

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Professional Summary

Building Connections | Empowering Teams | Delivering Exceptional Experiences

Versatile and customer-focused IT and account management professional with a strong background in customer success, technical troubleshooting, and process optimization. Adept at building relationships, driving customer satisfaction, and managing technical projects. Experienced in SaaS products, cloud computing concepts, and CRM systems, with a proactive, problem-solving approach. Proven ability to streamline workflows, enhance user experiences, and provide technical support in high-pressure environments. Seeking a remote role where I can leverage my skills in customer success, account management, and IT solutions to drive business growth and efficiency.

Professional Experience

Customer Loyalty Account Executive

Comcast – Denver, CO

04/2021 - 11/2024

- Managed a portfolio of business customers, assisting with account changes and delivering personalized solutions to improve retention.
- Led technical troubleshooting efforts, resolving network and connectivity issues while ensuring a seamless customer experience.
- Collaborated with cross-functional teams, including technical support and sales, to optimize workflows and improve service delivery.
- Acted as a Subject Matter Expert (SME) for retention strategies and loyalty processes, supporting agents in real-time through chat and escalations.
- Designed and implemented training programs, improving team engagement and onboarding efficiency.

Customer Service Specialist

Comcast – Fort Collins, CO / Denver, CO

05/2018 - 04/2021

- Provided frontline technical and account support, resolving customer connectivity, billing, and service issues.
- Led onboarding and training initiatives, coaching new hires on best practices for customer interactions.
- Managed agent performance tracking, identifying opportunities for improvement and providing targeted coaching.
- Assisted in policy updates and process enhancements, contributing to operational efficiency improvements.

Skills & Expertise

Technical Skills:

- SaaS & Cloud Solutions: Google Workspace, Microsoft 365, ServiceNow, Salesforce
- CRM & Workflow Management Tools: Salesforce, ServiceNow, Microsoft 365
- Networking Fundamentals: TCP/IP, DNS, VPN basics
- Basic Scripting & Automation: Python, Bash (for workflow efficiency)
- Security Awareness: Understanding of cybersecurity concepts and best practices (for CSM roles)

Soft Skills:

- Customer success & account management
- Stakeholder & relationship management
- Process improvement & operational efficiency
- Strong communication & collaboration
- Project coordination & problem-solving
- Leadership, coaching, & training development

Projects & Practical Experience

- Developed step-by-step troubleshooting guides to assist in resolving common customer issues.
- Built a personal IT lab to refine troubleshooting techniques and gain hands-on experience with system configurations.
- Created workflow automation scripts using Python and Bash to enhance operational efficiency.
- Ranked Top 10 in customer service performance for delivering outstanding support and issue resolution.

Education & Certifications

- Google IT Support Professional Certificate (Completed 2025)
- Berthoud High School (Graduated 2011)