ERIC J. SEADER

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LinkedIn: https://linkedin.com/in/ejseader | Portfolio: https://ericseader.com/ | GitHub: https://github.com/ejseader

A customer-facing front end web developer, technical account manager, and customer success specialist leveraging proficiencies in SaaS pre/post-sales support and implementation, onboarding, and value-add services. Earned a certificate in full stack web development from Rutgers University's Coding Bootcamp. UI design enthusiast, creative troubleshooter and problem-solver with a passion for taking projects from concept to production.

SOFTWARE & SKILLS

Adobe: Acrobat, Illustrator, InDesign, Photoshop, Premiere Pro | Apple: OSX, iOS | Cloud Computing | Coding: Bootstrap CSS, CSS3, Express, Git Bash, GitHub, HTML, jQuery, JavaScript ES6+, MongoDB, MySQL, NodeJS, React, SQL, Tailwind CSS, VS Code | Debugging | iManage: FileSite | Microsoft: Windows, O365, Power BI, Teams | Salesforce | Thomson Reuters: Case Notebook, Contract Express, Drafting Assistant, HighQ, Practical Law, Proview, Westlaw | TrialDirector | Zendesk

EXPERIENCE

Technical Account Manager   **2017-2022**
Thomson Reuters, Inc.   **New York, NY | Cherry Hill, NJ**

Managed Enterprise SaaS and on-premises products for AmLaw 100 firms, state and local governments, and universities, and developed custom user interfaces | Actively supported sales team in pre-sales and renewal calls, telepresence, and live presentations for 700+ mid-size and global large law firms | Administered post-sale onboarding and cost recovery consulting | Guided integration and implementation of desktop legal workflow solutions | Championed clients in resolving technical product issues, advanced product inquiries, and liaised with technical and customer support teams | Identified opportunities to support consistent, positive revenue growth year-over-year and achieve divisional goals | Led technology-focused CLE presentations for mid-size and global large law firms and federal, state, and local governments.

Trial Technology Specialist   **2015-2017**
Paul, Weiss, Rifkind, Wharton & Garrison, LLP   **New York, NY**

Installed and maintained remote war rooms throughout the U.S. | Provided on-site deskside technical support to litigation teams | Consulted with desktop analysts to image user laptops and conduct quality checks for war rooms | Engaged with partners, associates, paralegals, and Fortune 500 clients to bolster trial, graphics, and technology needs | Negotiated and coordinated with third-party vendors to facilitate legal workflow and war room logistics | Presented evidentiary materials during hearings, trials, and arbitrations | Trained junior team members.

Media Paralegal   **2011-2015**
Paul, Weiss, Rifkind, Wharton & Garrison, LLP   **New York, NY**

Furnished audio-visual and technical support for pre-trial litigation, depositions, conferences, and war rooms | Produced, edited, and distributed audio-visual evidentiary materials | Designed firm-branded client-facing marketing collateral | Edited, published, and maintained monthly attorney blog posts on Law.com | Served as one of two non-attorney members of firm's Marketing Committee.

EDUCATION

Certificate, Full Stack Web Development – Rutgers University   New Brunswick, NJ

Certificate, Paralegal Studies – Hofstra University   Hempstead, NY

Bachelor of Arts, Visual Arts – American University   Washington, DC