

# Eric Seader

## Technical Consultant & Customer Success Specialist | Web Developer

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A customer-facing technical account management and customer success specialist with proficiencies in SaaS pre/post-sales, implementation, onboarding, support, value-add services, customer success, and web/app development.

## Experience

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2017 - 2022

### **Technical Account Manager**

#### ***Thomson Reuters***

Managed Enterprise SaaS and on-premises products for AmLaw 100 law firms, state and local governments, and universities, and developed custom user content interfaces | Actively supported the 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.

2015 - 2017

### **Trial Technology Specialist**

#### ***Paul, Weiss, Rifkind, Wharton & Garrison, LLP***

Installed and maintained remote litigation offices throughout the U.S. utilizing Cisco VPN devices and Citrix remote desktop environments | Provided desk-side technical support and to trial teams on-site | Consulted with desktop analysts to image user laptops and conduct quality checks for remote offices | 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.

2011 - 2015

### **Media Paralegal**

#### ***Herzfeld & Rubin, P.C.***

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

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### **Certificate, Full Stack Web Development**

Rutgers University

### **Certificate, Paralegal Studies**

Hofstra University

### **Bachelor of Arts, Communications (Visual Media)**

American University

## Software & Skills

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Adobe: Acrobat, Illustrator, InDesign, Photoshop, Premiere Pro | Affinity Designer 2 | Apple: OSX, iOS | Atlassian: Jira | BeyondTrust | Bootstrap | Citrix | Cloud Computing | Coding: CSS, Express, Git Bash, GitHub, GraphQL, HTML, JS, MongoDB, MySQL, NodeJS, React, VS Code | Debugging | GIMP | iManage: FileSite | Microsoft: Windows, O365, Power BI, Teams | Salesforce | Thomson Reuters: Case Notebook, Contract Express, Drafting Assistant, HighQ, Practical Law, Proview, Westlaw | Webex | TrialDirector | Wireshark | Wordpress | Zendesk | Zoom

## Contact

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Schedule an Interview