

# FRANK NELSON

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GitHub: <https://github.com/fjnelson>

Portfolio: <https://fjnelson.github.io/portfolio/>

## SUMMARY

Customer Success driven professional with extensive experience in IT projects, customer relations, customer satisfaction, cross-functional team collaboration, and exceptional service. Proven track record of identifying and resolving customer pain points, utilizing data analysis to improve processes, and implementing effective solutions to drive retention and growth. Strong communication, problem-solving, and project management skills through use of Agile & Scrum fundamentals. Looking to reinforce my expert-level soft skills within a technical role.

## TECHNICAL

Front-end & Back-end

Languages: CSS, JavaScript, JQuery

Frameworks: Bootstrap, Bulma

Sales: Salesforce - Nutshell - ZoomInfo - UpLead

Projects/Issues: JIRA / Confluence - Github - Figma -  
Trello

## PROJECTS

Event finder - APIs

<https://github.com/fjnelson/01-project-dosequis-api>

<https://fjnelson.github.io/01-project-dosequis-api/>

Scheduler application - MySQL, Express

<https://github.com/fjnelson/Meet-IO>

<https://meetio.herokuapp.com/>

## EXPERIENCE

**Customer Success Manager**  
**Opus Interactive - Hillsboro, OR**

**June 2020 to Present**

- Coordinated cross-functional teams and integrated products for customers.
- Established and managed a successful Customer Success department with a tiered support structure and personalized management via a White-glove tier.
- Managed customer communications, logistics, and training for product installation and on-boarding.
- Maintained successful cadence of QBRs to include executive audience presentation of SLAs, metrics, ticketing queue, account overviews and service overviews to ensure account health and transparency.
- Monitored CSAT, implemented initiatives to exceed satisfaction metrics, resulting in higher customer satisfaction and loyalty.

**IT Service Delivery Manager**  
**Insight - Hillsboro, OR**

**May 2019 to May 2020**

- Operational control over Asset, Incident, Change, Problem, Configuration, and Release Management.
- Led cross-functional teams including IT project, desktop support, and configuration/deployment teams.
- Improved service accuracy, stability, and issue resolution efficiency.

**IT Service Delivery Manager**  
**Belcan - Redmond, WA**

**January 2017 to May 2019**

- Managed day-to-day operational aspects and scope of 37 contributors & 2 Managers in the areas of: Field Services, IT Engineering & Application Services, Mobility, Executive Support (white glove), Asset Management, IMACD depot, Audit & Compliance, and Request Coordination.
- Negotiated with third-party vendors and established strong relationships with vendor management.

**IT Client Services Supervisor**  
**Belcan - Redmond, WA**

**June 2017 to December 2017**

- Planned, coordinated, and directed the actions of Field Service Technicians in support of the end user community.
- Led Team Leads and individual contributors to meet KPI and CPI targets.

**IT Technician**  
**Belcan - Redmond, WA**

**June 2016 to May 2017**

- Provided end-user, server, and network support and served as a subject matter expert for escalations in an enterprise environment.

**IT Technician**  
**Efinancial - Bellevue, WA**

**August 2015 to May 2016**

- Tier 1 / Tier 2 desk-side and phone support. Troubleshoot hardware and software issues on-site and remotely via incident requests, phone, or walkup.

## **EDUCATION**

**Full Stack Coding Certificate - University of Oregon - Trilogy - Remote**  
**Oct 2022 to April 2023**

- HTML, CSS, Git, JavaScript, Bootstrap, APIs, JQuery, JSON, AJAX, Node, Object-oriented programming, Express, MySQL, React, NoSQL, MERN
- Created full-stack single-page web applications using RESTful API routes and AJAX methods
- Implemented structured and unstructured databases to convert static websites into dynamic websites
- Developed communication skills and demonstrated Agile computer-science knowledge
- Applied source control, issue tracking, and functional feedback during application development
- Demonstrated strong teamwork as a collaborator and independent contributor during project development cycles

## **SCHOOLS**

- Bachelor of Arts in Information Technology, Baker College - Remote
- Bachelor of History, Washington State University - Pullman, WA
- Associate of Arts in Information Technology, Skagit College - Oak Harbor, WA

## **CERTIFICATIONS**

- SalesOS Certification - ZoomInfo
- Microsoft Technology Associate (MTA) - Windows Server Administration
- CompTIA A+