

James Jerkowsky

James A. Jerkowsky
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Greater NYC Region/Remote
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[Portfolio](#)

Achievements

- Worked Directly with the Best Buy Executive Team to Transform the Company to Future-Proof and Compete with Amazon (Renew Blue)
- Published My First Book, Survive to Thrive: A Business Guide, and Formed a Boutique Digital Agency Providing Web and Marketing Services
- Managed a National Team of 25 System Engineers and Support Analysts
- Developed an iOS App (Swift) to Increase Revenue for a Restaurant Business

Languages & Tools

React	HTML5/CSS3	Node.js
ES6/JavaScript	Material-UI	MongoDB
Next.js	Styled Components	Express
Redux Toolkit	Tailwind CSS	REST/API
Context API	Git/GitHub	Netlify

Education & Credentials

Mount Saint Mary College | BS, Information Technology
Newburgh, NY - Graduated May 2011

Axelos/Exin | ITIL Foundation - IT Service Management
March 2016 - Certificate Number: 5652827.20521118

Experience

Gotham Capital Agency | Founder
June 2020 - PRESENT | New York, NY

- Provide digital agency services including: Web Development, Paid Media, Online PR Publications (Bloomberg, Forbes, Entrepreneur etc.), and SEO
- Self-Published Survive to Thrive: A Business Guide - How to Secure the Future of Your Business During Challenging Times | ASIN : B08FP5TXYC
- Oversee the company's fiscal and legal activity, including budgeting, reporting, bookkeeping, legal and regulatory document filing
- Fortify relationships with existing and prospective clients through Zoom meetings, as well as perform client discovery phone calls for prospects
- Manage accounts to mitigate churn, upsell new services, and obtain referrals

Procore Technologies | Construction Technology Advisor

January 2020 - July 2020 | New York, NY

- Generated a \$400K+ organic pipeline of new business opportunities for Mid-Market and Enterprise account executives to fuel Procore's growth
- Managed and exceeded a quarterly quota for 2 quarters during COVID-19 economic impact
- Engaged construction professionals through phone, email, and other channels to understand their challenges and identify opportunities to solve them
- Had the autonomy to operate beyond my role and help the team improve our process, training, use of technology, and other aspects of our business.
- Worked with sales management to develop targeted lists, call strategies, and messaging to create opportunities for new business
- Conducted daily activities including pre-call research and planning
- Maintained a high volume of calls daily and nurtured leads
- Maintained Salesforce CRM records

EZ MSP | Director of Business Development, IT Service Delivery Manager

November 2017 - November 2019 | Yonkers, NY

- Recruit, interview, onboard and manage personnel for Business Development, Marketing, and Sales business teams. Coach and train employees to focus and execute on the tasks and strategies that push the company forward and that develop their own professional skills and abilities. Write and deliver quarterly/annual performance reviews. Communicate clear, focused and tangible business objectives in weekly/monthly staff meetings
- Design and facilitate the quarterly business review process for all technical account executives to deliver consistent and valuable feedback, action plans and recommendations to guide our clients along a trajectory toward maximized profits, 100% NPS/CSAT scores and the power to scale with ease.
- Designed a tiered service model to empower technical teams (15 systems administrators/engineers) to focus on leveraging internal technical resources for accurate and lasting resolutions.
- Created service level agreements (SLA) to minimize the financial and operational impact of all clients
- Identified, prioritized, and triaged trending issues/support cases; coordinated responses across the client base, researched technical issues, and generated resolution plans

Genpact | IT Operations Manager, Systems Administrator

May 2015 - June 2017 | Danbury, CT

- Mobilized a 25-person, nationwide team of IT technicians in IT asset management, device and software off-boarding, escalation resolution for local site teams, 4K+ end users, and Level 1 Helpdesk staff
- Managed client-based projects and guarantee accuracy, satisfaction, and quality in fast-paced environments. Analyzed innovative software technologies to increase asset and network effectiveness. Promoted goals set by the corporate leadership team through the employment of IT policies and SOPs. Certified that security best practices were met and sustained
- Ensured the analysis, initiation, execution, and configuration of applications, servers, and networks are operational for over 2K concurrent users in a timely fashion and minimize user downtime
- Directed support for C-Level and SVP Population for desktop, software, and mobility