Email: [grantposell@gmail.com](mailto:grantposell@gmail.com)

Phone: 832-530-8222

Grant Posell

EDUCATION

* **Master of Science in Analytics** – American University
* **Full Stack Web Development Certificate** -2U Coding Boot camp – University of Texas
* **Bachelor of Arts in Communication**, **Minor: Business** - Texas A&M University
* **Associate of Arts in Foreign Language** – Blinn College

TECHNICAL SKILLS

Customer Success Tools: Gainsight, Staircase AI, Client Success, Zendesk and Planhat

Customer Success Skills: Account Management, Relationship Building, Presentation, Customer Training, NPS, and CSAT

Project Tools: MS Project, Notion, Monday.com, Asana, JIRA, ClickUp, and Slite

Communication Tools: Zoom, Microsoft Teams, Google Meet, Loom, and Slack

CRM: Salesforce, HubSpot

Prototyping Tools: Figma, Balsamiq

Project Management: Waterfall, Agile, GitHub

PROFESSIONAL EXPERIENCE

TechTorch December 2022 – Current

Customer Success Director

* Product User Subject Matter Expert (SME) of the TechTorch SaaS product.
* Spearheading the creation of the Customer Success office by researching, documenting, and implementing Customer Success best practices taught by Client Success, Gainsight and more.
* Developing content in the platform for client use cases.
* Troubleshooting product bugs with customers and coordinating ticket resolution with Engineering using Loom.
* Creating customer demo environments to trial the TechTorch platform.
* Developing sales outreach plans with Dripify campaigns, HubSpot, and LinkedIn Sales Navigator.
* Presenting demo accounts and PowerPoints to prospective customers.

Layer 3 Communications February 2021 – December 2022

Business Process Developer

* Implementing Monday.com for all of Layer 3 Communications, certified as a Solutions Architect SME, and coordinating training seminars for all stakeholders.
* Facilitated the integration between Monday.com & Salesforce.
* Built a Marketing promotional website front-end with HTML, CSS, and JavaScript.
* Conducted internal stakeholder meetings to document GitHub repositories via VSCode, GIT and Terminal.
* Utilized Microsoft Project and Microsoft Visio to build out an Advanced Services Product Roadmap.
* Researching and analyze best-fit SaaS tools to meet Business outcomes.
* Facilitating Prototyping, Process Workflow, Product Management, and Customer Relations for Layer 3 Communications Managed Services Products in the Western Region.

McCorvey Sheet Metal Works L.P. January 2020 – November 2020

Product Developer

* Product Owner over technology suites within McCorvey Companies.
* Architecting Web Solutions to improve employee workflows.
* Coordinating information gathering sessions with the Executive Vice President, Operations, Recruiting, HR, and Accounting to facilitate the build out of the Avionte Applicant Tracking System.
* Trained Recruiters and built out Workforce solutions.
* Architected Company Database in Airtable to be connected with the Applicant Tracking System and Paycom.

Fenix Power September 2018 – January 2020

Co-Founder

* Founding Member from ChargeShare purchased by Fēnix Power.
* Technology startup focused on building battery and charging solutions for Electric Vehicles.
* Managed Web Developer, Industrial Designer and overall operations of the startup.
* Built out technical processes and worked with customers on their orders.

Insperity May 2018 – September 2019

Sourcing Analyst (May 2018 – September 2019)

* Evaluated, acquired, and actively sought out candidates for clients of ours who dealt in small to medium sized companies.
* Worked on building a Boolean Builder with IT on Gitlab; used HTML, CSS, and JavaScript.

Connective Talent January 2017 – May 2018

Associate Recruiter

* Utilized Bullhorn CRM Software, Monster and LinkedIn with Boolean search strings to populate a list for Cold Calling.
* Created conversation with candidates to understand their situation with the intent to help them in their careers.

Certifications

AWS Certified Cloud Practitioner Expires: October 2024

Monday.com Product Badge Expires: No Expiration

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