Garett Nadrich

Preferred name: Jared
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Education

•   **Bachelor of Arts in Communications, Cum Laude, Adelphi University, New York, 2003**

•   **CSP-1 – Certified Support Professional, Technology Services Industry Association, 2010**

•   **AI Prompt Engineering Certification, Purdue University, exp. 2025**

Professional Experience

Ultimate Kronos Group
Virtual
2010 – Present

Talent Management Software Implementation Consultant (2017-Present)

Technical Skills: Microsoft SQL, Salesforce CRM, Camtasia, Snag-It, JIRA, ZenDesk, Schoox LMS, Zoom/Webex/MS Teams

• Configure HR Software/Talent Management products per client specifications, and customization Requirements. Products include: Learning Management System (LMS), Performance Management, and Coaching/Development software
• Setup integration, data sync, and org levels per client preferences/specification
• Create and set up roles, security, and conditions based on necessities of PM, BA, and/or client's implementation team
• Coordinate and perform the full lifecycle of a client project such as Kickoff, Analysis, System Configuration, Testing, and Change Management Execution, ensuring compliance with Ultimate Software's implementation methodology
• Manage and assist with Quality Assurance (QA), Beta and Alpha testing of products prior to go-live date
• Determine need for data conversion from external/prior products and work with third party vendors to bring data in house via integration, import, and/or carrier feed
• Provide client with Agenda and weekly call to stay up to date on implementation progress
• Train customer's Human Resources team on all functional aspects of the product and provide best practices on internal rollout
• Work directly with the assigned Project Manager to ensure a uniform presence to customers
• Work directly with the customer's project team to understand their business needs and translate those business needs into a set of systematic specifications
• Subject Matter Expert on Interfaces and Data Integration

Technical Writer (2015-2017)

Technical Skills: Author-It, Adobe Photoshop, Camtasia, Adobe Acrobat, Salesforce CRM

• Plan, develop, organize, write and edit operational procedures and manuals
• Research, develop and document technical design specifications and test scripts
• Produce electronic documentation in addition to hard copy manuals

- Maintain a comprehensive library of technical terminology and documentation
- Analyze documents to maintain continuity of style of content
- Manage updates and revisions to technical literature

<u>Technical Support Solutions – Tier I and Tier II (2010-2015)</u>

<u>Technical Skills:</u> **Salesforce CRM, Microsoft SQL, JIRA**

- Responsible for resolving elevations from Tier I for technical/functional fixes of Recruiting V14, Onboarding V14, Recruitment, Onboarding, Performance Management, Career Development and Certpoint products. Work directly with development on fixes and root cause analysis.
- Responsible for training new Tier II/Solutions team Talent Management team members.
- Lead on Vendor Partnership facilitation, meetings and documentation. Conduct weekly meetings via webex with all vendors (Certpoint, HireRight, Assess Systems).
- Lead on SaaS Migration project - manage a team of four during SaaS migrations. Act as the conduit between Support and SaaS/Technical Resolution Team.
- Troubleshoot and fix errors via remote session by running SQL traces via SQL Server Profiler and determining root cause
- Train/mentor new Tier I members on elevation procedures via daily chat and schedule one-on-one meetings

EBIX, Inc.
West Palm Beach, FL
2007 - 2010

<u>Technical Skills:</u> **Salesforce CRM, Webex**

<u>Implementation Specialist and Technical Support</u>

- Implemented/built, customized and designed Benergy Benefits Portals for direct clients and brokers
- Planned and delivered high quality implementation and consulting efforts.
- Led client project team members with system orientation and functional capabilities design, system insight, data conversion, UAT (user acceptance testing) and end-user training sessions.
- Maintained portals for clients/brokers and host teleconferences/kick-off meetings regarding status of build(s)
- Monitored and managed project scope, budget, schedules and deliverables.
- Responsible for assigning all cases/tasks to customer service representatives as well as handling all call escalations via SalesForce CRM system
- Implement/build, customize and design Benergy Benefits Portals for direct clients and brokers (over 50 portals to date)
- Maintained portals for clients/brokers and host teleconferences/kick-off meetings regarding status of build(s)
- Provided Tier 1 client support to brokers and direct clients that subscribe to Benergy, Client Community and Real Value Statement