

Jeffrey J. Vaz

Los Angeles, CA

Summary: Experienced Solutions Engineer with a strong track record of managing customer relationships throughout the full sales/support cycles. Passionate about using technology to make processes more efficient, human, and accessible.

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PROJECTS

HubSpot API Project ([Source code](#), [Heroku](#))

Node, Express, REST API, Bootstrap

Vue Library ([Source code](#), [GitHub Pages](#))

JavaScript, Vue, Vuetify, Firebase/Firestore

Surfer Finder ([Source code](#), [Heroku](#))

MongoDB, Express, React, Node (MERN)

Personal Website ([Source code](#), [GitHub Pages](#))

HTML, CSS, Mobile-friendly

EXPERIENCE

Give Lively, LLC, New York, New York

Product Manager - Sales/Support (performance-based promotion)

Oct 2018 – Oct 2019

- Collaborated with agile team of engineers, sales reps, and CS specialists to provide feedback on products
- Implemented technical platform customizations and 3rd party integrations for enterprise clients
- Conducted discovery calls with C-level executives to assess technical needs and overall fit
- Created documentation and resource hub articles to scale self-service customer support

Technical Account Executive (performance-based promotion)

Oct 2017 – Oct 2018

- Led technical sales discussions with clients to map out long-term strategy and product adoption
- Supported AEs in creation/presentation of product demos, onboarding plans, and proposals
- Leveraged Salesforce to manage personal client portfolio that included 50% of top 30 clients company-wide

Technical Support Specialist

Aug 2017 – Oct 2017

- Managed Zendesk support lines (email, chat, phone) to troubleshoot customer requests in real time
- Developed feature request reporting system to assist in build prioritization for engineering sprints

City of Boston Department of Environment, Energy, & Open Space, Boston, MA

Nov 2016 – Jul 2017

Greenovate Boston Fellow

- Designed, launched, and curated all content for Renew Boston official web page (boston.gov/renew-boston)
- Communicated complex energy/climate issues in understandable and engaging ways to property owners

EDUCATION

The Odin Project

Aug 2019 – Present

Curriculum: Full stack JavaScript Development (HTML5, CSS, JavaScript, Node.js, React, Vue.js)

Colby College, Waterville, ME

Bachelor of Arts, May 2016

Major 1: Environmental Studies: Policy Concentration (Graduated with Distinction)

GPA: 3.56

Major 2: Economics

Dean's List Spring 2014, Fall 2015

TECHNICAL SKILLS

• JavaScript • Node • Vue • React • HTML • CSS • Git

EXTRACURRICULAR ACTIVITIES

Open Source Contributions: The Odin Project - student solutions, general site edits

Web Dev Meetups: JavaScript.NYC, NY JavaScript, BostonJS

Hobbies: Surfing - Rockaway Surf Club organizer, basketball, video game collection, budget travelling