

KENT W. ROBERTSON

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Summary

Problem-solver who enjoys finding creative solutions for customer satisfaction. Experienced at managing technical projects such as software transitions and cloud migrations. Challenges complacency to flourish in lieu of survive.

Skills

Software	Customer Success, Troubleshooting, Software as a Service, Quality Assurance, Client/Server Testing, Windows Server, Microsoft Office (Word, PowerPoint, Excel), Team Foundation Server, Amazon Web Services, Microsoft Azure, Salesforce
Management	Employee Training, Employee Onboarding, Developing QA procedures and policy, Change Management
Language	Fluent in Portuguese

Experience

Quality Manager **February 2020 to Present**

Science Application International Corporation - Washington, DC

- Executed Root Cause Analysis to progress through roadblocks in cloud migrations and applications releases
- Created the Quality Management Plans to maintain and improve quality for various cloud migrations
- Tracked progress and adherence to quality standards to improve efficiency and drive projects to completion
- Documented and assisted in documents standard operating procedure for Amazon Web Services account creation and resource provisioning

Customer Success Specialist **October 2011 to Dec 2015**

Associated Press — Washington, DC

- Led 15 and participated in more than 35 B2B sales demos in English and Portuguese
- Provided analysis and transition plans to customers and integration partners
- Served as project lead end-to-end for 20+ stations in the U.S. and Brazil to train users in our electronic news production system, ENPS
- Developed and executed success plans to ensure a smooth transition and overall optimization
- Identified and addressed workflow gaps to resolve customers' issues beyond expectations
- Analyzed habits and patterns to better consult customers' usage of SaaS products
- Trained 200+ customers in ENPS to ensure a smooth transition
- **Projects-**
 - KHOU-Houston, Texas
 - Configured Windows Servers for ENPS installation
 - Migrated data from the legacy servers to the ENPS servers so users can use one software with all their content on it
 - Onboarded 50+ users ranging from novice skill level to expert level
 - TV Jangadeiro-Fortaleza, Ceara, Brazil
 - Transitioned users from their outdated software to the newest version
 - Migrated data from the legacy servers to the updated Windows servers
 - Onboarded 100+ users of various levels in Portuguese
 - Provided on-site launch for three days

Education

Certifications

Microsoft Azure, Microsoft Azure Fundamentals	2021
Amazon Web Services, Amazon Web Services Solutions Architect Associate	2019
Amazon Web Services, Amazon Web Services Cloud Practitioner	
Bachelor of Arts, Journalism	2011
University of North Carolina at Chapel Hill — Chapel Hill, NC	