

BRAD LAZARUK, BSc (HONS)

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SENIOR CUSTOMER SUCCESS MANAGER, DATA AND BUSINESS PROCESS ANALYST

IT service delivery veteran, skilled in both aligning and sidestepping corporate silos to achieve documented, repeatable customer success. Takes ownership of customer satisfaction and serves as the primary point of contact for addressing client concerns or escalations. A passionate champion of the customer and of all my co-workers, keeping everyone focused on achieving customer success. Proactively evaluates performance and implements continuous improvement and actions to address gaps. Analyzes root causes, collaborates with team members to develop improvement plans, and monitors progress to ensure performance targets are met or exceeded. Analytical; known for tenaciously digging into data to extract actionable insights and reshaping the data to highlight underlying meaning, then presenting and explaining the methodology and outcomes of that work. Extremely passionate about the ed tech sector and remote learning.

Organizational Management
Time Management
IT Management
Business Analysis

Compliance
Coaching & Mentoring
Process Design & Refinement
Business Process Improvement

Business Intelligence
Strategic Planning
Project Management
Change Management

PROFESSIONAL EXPERIENCE

CDW Canada, Calgary, AB

Senior Customer Success Manager

August 2021 - present

- Portfolio included public and banking sector accounts totaling at times over \$50 million in annual revenue.
- At any time tracking and managing 40-80 individual deliverables to meet milestones, and multiple internal and external stakeholder expectations.
- Transformed delivery on a first of a kind account from one that was ad-hoc, poised to fail process audits, and consistently missing KPI measurements into one that was organized, scheduled, repeatable, fully documented, and accountable, contributing to a year over year revenue increase of over 50%.
- Improved overall scorecard metrics by 11%, regularly delivering quarterly NPS scores from 7 to 10.
- Initiated, defined, and delivered the role of a customer relationship manager, an expansion of a traditional Customer Success Manager role.
- Supported, advised and developed relationships with account executives, delivery managers, senior business managers, and C-suite executives.
- Executed financial reviews and reports on delivery costs, and weekly task prioritization with internal and customer teams.
- Produced repeatable executive leadership reports with customer satisfaction metrics, performance, and financial data.
- Managed relationships and contractual agreements between CDW and third party service delivery partners.
- Developed Power BI dashboards, custom spreadsheets, and ServiceNow reports to extract reportable service level metrics and financial performance from diverse disconnected, non-optimal, and misaligned sources.
- Coordinated steering committee meetings and reports, project meetings, and escalation processes.

University of London, London, United Kingdom

Online Tutor (contract)

April 2022 - October 2024

Supporting the Computer Science BSc programme in Graphics Programming, Introduction to Programming, Databases and Advanced Data Techniques, Machine Learning and Neural Networks, and Object-Oriented Programming modules

- Provided mentorship and assistance with academic questions. Hosts webinars with students from around the world to discuss their progress through the module, provide clarity on the module requirements, and where possible help them overcome roadblocks in their work.
- Work with the module leaders on fine-tuning the course materials and grading rubrics.
- Frequently consulted by module leaders to assist with development of assessment materials and processes.

- Grade and provide thoughtful feedback for midterm and semester-end final project submissions.

ROYAL HOLLOWAY, University of London, Egham, United Kingdom

Python Developer (intern)

2020 - 2021

Spearheaded programming, design, research, and analysis for Python open-source tool to aid researchers in creating visual representation of planning problem, as part of an internship. Documented program components, as part of a [conference paper](#) published in 2021. Supervisor: [Dr. Georgios Mastorakis](#).

IBM CANADA LTD., Calgary, AB

Client Technical Solutioner / Technical Solutions Manager

February 2017 – June 2021

- Designed integrated technical solutions for new business and complex proposals (value of ~\$10M+ each).
- Produced Intel components for proposals, contributing to new business revenue (~\$20M+ per year) and early renewal revenue (~\$40M+ per year).
- Documented enhancements to services for existing clients.
- Coordinated work schedules and deliverables from technical experts and finance teams.
- Mentored junior colleagues and trained peers on newer solution offerings in cloud and automation scopes.

Intel Team Lead

January 2012 – February 2017

- Mentored and supervised team of system administrators, supporting public sector accounts.
- Prioritized project tasks and aligned all work to client end-user and business needs.
- Verified all team activities, improving profitability by blocking redundant or out-of-scope work requests and eliminating off-topic and unproductive meetings.
- Created new wiki-based documentation store, enabling auditable process and change verification within familiar wiki format, supporting continual improvement of process documentation.
- Directed migration of password and server inventories to vaults and databases, increasing audit readiness and client password security.
- Corresponded with client technical leaders, ensuring satisfaction while coordinating scheduling of major changes.

Senior Intel Administrator

April 2008 – January 2012

- Directed team responses to major incidents and led responses to process-execution compliance audits.
- Transformed and successfully deployed technical recovery documents for disaster recovery plans, completing all tasks successfully and reducing the delivery timeline by 25%.
- Implemented agile reflections, driving continual improvement of process and inventory documents.
- Engineered custom automation with Perl and Visual Basic scripting, greatly increasing efficiency of routine tasks.
- Transformed custom monitoring system, boosting accuracy and capability while eliminating third-party dependencies.

ADDITIONAL RELATED EXPERIENCE

DOGSTAR SYSTEMS, Calgary, AB; **Server Administrator Level III**; JDA SOFTWARE LTD. (now Blue Yonder) and IBM Canada Ltd., Calgary, AB; **Systems Administrator**

EDUCATION / CERTIFICATIONS

- [Bachelor of Science \(BSc\) Computer Science \(Machine Learning and Artificial Intelligence\)](#), University of London, London, UK
 - o Graduation 2024; First Class Honours
- [Certified Customer Success Manager](#); [ITIL Foundations](#); [CompTIA Security+](#); [CompTIA Network+](#); [CompTIA A+](#), MCSE: Security on Windows Server 2003

RELEVANT TECHNICAL SKILLS, TOOLS, AND LANGUAGES

Excel	C++	LaTeX	Pandas	Django
Power BI	SQL	p5.js	Scikit-learn	Bootstrap
Python	node.js	Anaconda	BeautifulSoup	CSS
JavaScript	HTML	Matplotlib	Heroku	Gauge
PowerPoint	Git	Numpy	JupyterLab	Taiko

PROFESSIONAL DEVELOPMENT

- [Over 30 Credly badges](#), including Data Science, Artificial Intelligence, Machine Learning, and Design Thinking
- [Almost one dozen Specialisation Certificates and many dozens of course Certificates delivered via Coursera](#), including:
 - o [Project Management Principles and Practices](#), University of California, Irvine
 - o [IBM AI Engineering Professional Certificate](#), [IBM Data Science Professional Certificate](#), Introduction to Data Science, [Applied Data Science Specialization](#), IBM Microservices, [IBM z / OS Mainframe Practitioner](#), IBM Canada Ltd.