

Lee Klusky

Twin Cities, Minnesota, USA

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Technology-oriented customer relationship manager with 15+ years of experience in product development, product testing, product demonstration, and client training and support

Work Experience

Software Training and Support Specialist

12/2010 to 01/2023

BioTelemetry / Philips

Eagan, MN

- Oversaw technical support for all customers by using active listening and friendly professionalism to uphold positive brand image
- Training and support leader for client users of the Fusion heart monitoring software from 2010 through 2022, and for Millennia holter software from 2018 through 2023

Web-Based Application Developer

12/2010 to 12/2015

BioTelemetry / Philips

Eagan, MN

- Inherited a platform that had been released in beta form and led development through three releases
- Successfully added over a dozen product features most in demand from users, without sacrificing platform stability
- Managed product roadmap, JavaScript development, and validation of all released versions

Front End Engineer

06/2007 to 07/2010

Yahoo!

Mountain View, CA

- Participated in Yahoo's "juku" front end training program after acquisition
- Handled tasks in the successful migration of Rivals.com digital assets from original platform to Yahoo! Sports

Project Manager and Editor

06/2001 to 06/2007

Rivals.com

Brentwood, TN

- Project manager for March Madness game, recruiting investment game, dynamic high school bracket builder and baseball prospects database
- Designed, built and managed the company system for codifying contracts and calculating publisher payouts

Project Manager, Editor, Training Specialist

08/1998 to 06/2001

Rivalnet / Rivals.com

Seattle, WA

- Responsible for all publisher training on content management system
- Technical liaison with the contracted software development team
- Assisted in creation of digital assets

Skills

Expert in HTML, CSS and JavaScript-10+ years

Familiar with jQuery, Bootstrap, Node.js, Express-1 year

Customer relations and technical support-10+ years

Project management-10+ years

Creative problem-solving-10+ years

Written communication-10+ years

Presenting-10+ years

Certifications / Licenses

Full Stack Coding Bootcamp

11/2022 to 05/2023

Certification in progress from University of Minnesota Full Stack Coding Bootcamp, covering both front end (HTML/CSS/JavaScript) and back end (Node.js, Express, React.js, MySQL)

Education

University of California

Political Economy (degree incomplete)

Berkeley, CA

08/1986 to 05/1991