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
December 2010 to January /2023
BioTelemetry / Philips - Eagan, MN

- Oversaw technical support for all customers by using active listening and friendly professionalism to uphold positive brand image
- Provided Training and support 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
December 2010 to December 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

Additional Experience

Front End Engineer - Yahoo!, Mountain View, CA

Project Manager - Rivals.com, Brentwood, TN

Trainer, Editor, Data manager - Rivals.com, Seattle, WA

Publications Director - Santa Clara University Athletic Department, Santa Clara, CA

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

Certificates / Licenses

Full Stack Coding Bootcamp
November 2022 to May 2023

Currently earning a certificate from the University of Minnesota in full stack software development, covering both front end (HTML/CSS/JavaScript) and back end (Node.js, Express, React.js, MySQL, MongoDB)

Education

University of California
Political Economy (degree incomplete)
Berkeley, CA
August 1986 to May 1991