

Justin T. Cole

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SUMMARY

I have a proven track record of managing important concerns relating to technology products that spans more than 15 years. My previous successes in resolving problems and providing excellent service is rooted in my ability to readily assess a situation and determine the root cause rather than merely treating the manifested symptom. In addition to my record of properly identifying concerns for resolution, I have also accumulated a reputation for exceeding expectations in work volume.

RELEVANT SKILLS AND ACCOMPLISHMENTS

- Retained/saved customers up to \$300,000 in revenue through careful application of soft skills and project management abilities.
- Tripled expected IDEXX workload; successfully managing up to 46 concurrent customer projects.
- Implemented remote access for technicians to provide faster response time to remote sites.
- Implemented help request management systems that decreased request handle time while allowing for an additional 500 workstations to be added to the system.
- Consistently assessed root cause and was able to extract action points and user requirements of any situation.
- Compiled data on performance into useful metrics and facilitated daily conversations (similar to Scrum sessions) on performance and points of concern.
- Chosen to lead multiple call projects established by IDEXX upper management.
- Hand-selected for several critical tasks during IDEXX tenure.
- Named a “Top Performer” at IDEXX for 2014.

EXPERIENCE

Information Systems Engineer 3| WEX | 2017-Current

- Complete user-generated service tickets and proactive tasks in a timely manner.

Cloud Services Manager | Pantek / Metisentry | 2016-2017

- Assisted in the integration of multiple workflow and tracking system methods post-merger.
- Worked directly with customers.
- Generated multiple branding and operational improvement suggestions.
- Managed the inbound migration of multiple clients:
 - Single clients migrating.
 - Multiple clients acquired from other entities.
 - Entire data centers' worth of clients as data center operations closed down.
- Drafted official, customer-facing documentation.
- Made decisions regarding appropriate compensation levels and pro-bono work for customers.
- Conducted hands-on technical work for multiple platforms and services to satisfy customer needs.
- Identified sales opportunities with existing clients.
- Outlined expansion concepts for new Managed Service Provision areas.

IT Team Lead | Smartware Group* | 2016

- Served on the Corporate Steering Committee:
 - Presented multiple product line enhancement and expansion ideas.
 - Researched equipment for a mobile tablet training kit for field training contracts.
- Managed the workflow of the IT Group:
 - Redrafted workflow to improve efficiency of IT tasks.
 - Implemented operational metrics on production systems.
- Designed CRM structure used for HelpDesk and IT.
- Created, updated, and edited customer-facing documents.
- Assisted with customer relations for heightened performance concerns:
 - Within first two months resolved two major customer concerns dating nearly two years.
 - Coaxed multiple other customers into participating in resolution efforts.
- Vetted customers for technical readiness for product installation.

*Smartware Group has since been acquired by Dude Solutions

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Team Lead & Senior Case Manager | IDEXX Laboratories | 2011 – 2015

- Provided leadership and case management guidance for Cornerstone CRT members.
- Acted as load-balancer for the team work volume to ensure all customer needs were met in timely fashion.
- Developed metrics, scripting, tracking tools, and data collection tools for multiple customer-interaction projects.
- Named a “Top Performer” for Support for 2014.
- Generated innovative solutions that resolved customers concerns and negotiate with internal business partners and customers to reach universal acceptance.
- Managed the relationships of customers who have a damaged perspective of their customer service or product performance experience.
- Managed up to 46 concurrent projects to mitigate critical customer situations.
- Provided additional support and attention to customer situations that preserves customer accounts with up to \$300,000 in annual revenue to IDEXX.
- Coordinated resolution efforts between various corporate departments and resources.
- Managed customer compensation requests as related to problems with equipment and/or support concerns.
- Worked with team members to improve procedures and methodologies for greater efficiency.
- Created and updated departmental documentation as needed.
- Evaluated business needs for resolution of customer concerns and work with appropriate IDEXX staff to resolve.
- Hand-selected to be a part of a special inbound call queue to handle inquiries about “the boldest change IDEXX has ever made.”

Technology Director | Multiple Organizations

2009 - 2011: Winslow Schools, Winslow, ME | 2007 - 2009: The Liberty Management Group, Portland, ME

2005 - 2006: School Union 7, Saco, ME | 2003 - 2005: Maine School Administrative District 63, Holden, ME

- Implemented a helpdesk system that increased performance and decreased response times while allowing for an additional 500 workstations (approximately 1500 total).
- Worked with technology directors in neighboring towns to further leverage limited resources.
- Created image-enhancing materials for 1-to-1 laptop deployment through customized scripting.

Business Development Manager | PRC Technologies | 2006 – 2007

- Developed key business partnerships for new product resulting in over \$100,000 of additional revenue in 2006.
- Managed key vendors and sales accounts to ensure most competitive offerings to customers.
- Evaluated and analyzed business needs of customers to determine future product expansions.
- Generated marketing materials and provided on-site sales presence for customer accounts.

Graphics Designer | Banner City Graphics | 2003

- Developed appealing designs for signage and banners.
- Created quotes for work to be completed.
- Worked with customers to ensure proposed designs met their needs.
- Developed and edited designs.

General Retail | Multiple Locations | Intermittently from 1995-2003

- Opened / closed store as needed.
- Performed daily cash out functions as needed.
- Performed daily bank deposit as needed.
- Performed excellent customer service.
- Stocked product.
- Cleaned facility as needed.
- Commission-based from 1998-2001

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EDUCATION

University of Phoenix, Phoenix, AZ

Masters of Business Administration (3.86 GPA, 2016)

Worcester Polytechnic Institute, Worcester, MA

Bachelor of Science: Management Information Systems, Humanities and Arts with Drama/Theatre (3.0 overall GPA, 2001)

CERTIFICATIONS & TRAINING

Presented by IDEXX:

- The MAGIC of Customer Relations (2011)
- What's My Communication Style (2012)
- How to Run Productive and Effective Meetings (2015)

American Management Institute:

- Getting Results without Authority (2012)

VitalSmarts:

- Crucial Conversations (2012)

Wilson Learning:

- Wilson Social Styles (2012) – Analytical Analytical

Clifton Strengths Finder:

- Rated – Strategic, Analytical, Achiever, Intellection, Learner (2014)

HOBBIES / EXTRA CURRICULAR ACTIVITIES

Archery, fencing, making functional armor, designing and crafting personal costumes, working on my ancient farmhouse, reading, writing short fiction, tending to my menagerie of animals (3 dogs and 2 cats), board game enthusiast, Pepsi connoisseur.