

Michael Adler

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Work Experience

OMP

July 2022-Present

Application Support Manager

- Design and Implement a best-in-class, scalable customer service model supporting our high value accounts
- Ensure proper staffing levels across multiple continents and offices to provide 24/7 coverage of critical cloud and application issues.
- Directly manage a team of 8 support consultants across various support tiers.
- Lead 1 on 1 coaching meetings with each team member and provide timely feedback to team members.
- Analyzing statistics and compiling accurate reports on customer service KPIs for distribution to executive leadership and clients.
- Connect the support team to other departments to break down internal and external silos of information.
- Created an employee appreciation framework including team engagement activities.
- Lead and deliver on multiple internal projects, working with a diverse, globally located team with topics ranging from forecasting staffing to global coordination.

Cox Automotive

April 2018-July 2022

Sr. Application Support Specialist

- Hold frequent customer meetings to review outstanding support issues and discuss resolution blockers.
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues related to application use, design and configuration .
- Interview and train new hires as well as make recommendations for PIP's and training gaps.
- Deliver on existing project deliverables to both internal and external stakeholders and identify projects at risk.
- Triage, document and report application defects to development and QA teams and track on defects until release.
- Analyze production data stored in database systems and text files to identify problems and validate overall integrity of production systems.
- Perform system testing as a final validation before software/code releases to customer.

Anatwine

January 2017-September 2017

Technical Support Manager

- Manage a growing team of 5 Support Analysts and 4 Sr. Support Analysts across multiple regions.
- Implement instance of Zendesk for a geographically diverse workforce including continuous improvement of tools used and reporting.
- Manage the delivery of high-quality support through the service desk, in order to capture and resolve client incidents, problem and change requests to agree upon SLA's.
- Create and manage workflows and standard operating procedures for support team to follow.
- Manage US IT infrastructure and coordination of hardware/software for new employees.
- Implemented a follow-the-sun support model to ensure timely resolution of pre and post implementation issues.

ParkingSoft

June 2014-September 2016

Customer Support Manager

- Directly manage up to 10 support analysts for work quality including training, evaluation, and mentorship to be reviewed by completing performance evaluations.
- Monitor and review SLA's for support team and third party vendors' response time and Time to Resolution.
- Setup, maintain and archive all customer facing user manuals and documentation.
- Correct setup items missed during implementation in various windows environments including Windows Server 2008, Windows Server 2012, Windows xp, Windows 7.
- Maintain internal company documents and technical notes, including setup of Google Docs folder structures.
- Develop ad-hoc report SQL queries to provide "one-off" reports and review of client data.
- Implemented standard operating procedure for RMA's to properly maintain hardware inventory levels.
- Designed and implemented a new support ticket tracking system and CRM solution.

JDA Software

October 2012-June 2014

Technical Analyst

- Responsible for providing telephone and Email support to customers (internal and external)
- Perform general diagnostics and troubleshooting on Worforce Management product line.
- Resolve general system set-up and hardware functionality issues working directly with users to ensure minimal downtime.
- Troubleshoot application concerns including data questions and functional questions using various available tools.
- Investigate potential defects through querying a SQL Server database, viewing web and application server log files, and recreating issues in lower environments.

The Rainmaker Group

July 2008-November 2010

Software Support Engineer

- Provide insight and analysis of forecasting recommendations to the Hotel, Casino and multi-family market.
- Support customers with business solutions related to revenue management and pricing optimization.
- Setup and administer new sharepoint initiative for the organization to track internal documentation and reporting
- Create and monitor nightly batch file import process and troubleshoot/correct data load issues.
- Provide monitoring of client production environments to maintain uptime > 98% of the time.
- Perform data analysis using various tools to provide key solutions to Revenue Management issues.

Education**Johnson & Wales University**

September 1996-May 2000

B.S. Hospitality Management