

Michael Adler

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Professional Experience

OutSystems – *Global Support Team Lead*

February 2023 – Present

- Lead and managed a team of L2 Support Engineers across the globe, ensuring 24/7 operational coverage and SLA compliance.
- Created and maintained a hiring framework reducing the interview and hiring process by 25%.
- Optimize staffing through detailed forecasting and scheduling, working across geographies to align resources based on historical trends and ticket volumes.
- Developed performance and monitoring dashboards to provide real time insight in system issues resulting in a better proactive support model.
- Manage compensation processes, including vacation requests, weekend rotations and expense reimbursement ensuring accurate payroll processing.
- Led weekly 1:1 coaching meetings with agents as well as Weekly and Monthly Regional and Global support meetings.
- Spearheaded first ever regional in-person gathering across multiple departments and support levels which led to an increase in cross team collaboration as well as a measurable improvement in Employee Engagement.
- Manage customer escalations to ensure satisfactory resolution of complex incidents.

OMP – *Application Support Manager*

July 2022 – February 2023

- Designed and implemented a scalable customer service model for high-value premium accounts.
- Supervised an 8-member team across L1/L2/L3 support tiers, conducting regular weekly 1:1 coaching and feedback sessions.
- Directed major incident management, serving as the single point of contact during escalations.
- Implemented an employee recognition framework which led to a 33% increase in ENps.

Cox Automotive – *Senior Application Support Specialist*

April 2018 – July 2022

- Participated in regular client meetings to resolve support issues and overcome support blockers.
- Diagnosed and resolved application design and configuration issues, coordinating with development and QA teams to provide actionable software bug fixes.
- Contributed to the onboarding and development of new hires, addressing performance gaps through training initiatives.
- Mentored junior support team members in day to day operations including providing training, monitoring agent workload and providing improvement recommendations.

Anatwine – Technical Support Manager
January 2017 – September 2017

- Provision all employee hardware for the new US region.
- Managed a team of 9 support analysts across multiple regions, driving SLA compliance.
- Implemented Zendesk for streamlined ticket tracking and reporting, leveraging Zendesk Explore for analytics.
- Developed workflows and SOPs to enhance support team efficiency.
- Established a "follow-the-sun" support model to ensure timely resolution of global issues.

ParkingSoft – Customer Support Manager
June 2014 – September 2016

- Directed a 10-member support team, overseeing training, evaluations, and mentorship.
- Maintained hardware inventory levels by instituting an RMA SOP.
- Improved client experience by designing a new ticket tracking and CRM system.
- Resolved post-implementation setup issues across various Windows environments.
- Conducted SQL-based ad hoc reporting and data analysis for client insights.

JDA Software – Technical Analyst
October 2012 – June 2014

- Provided telephone and email support for Workforce Management products, minimizing downtime for users.
- Investigated potential software defects via SQL queries and application/server log analysis.
- Partnered with users to resolve functional and data-related questions.

Tools and Skills

<u>Zendesk</u>	<u>Project Management</u>
<u>AI and ML</u>	<u>Salesforce</u>
<u>Low Code Development</u>	<u>SQL</u>
<u>Python</u>	<u>KPI and Performance Metrics</u>
<u>IIS Troubleshooting</u>	<u>REST API</u>

Education

Johnson & Wales University
B.S. Hospitality Management

September 1996-May 2000