

Contact

juanoslenz@gmail.com

www.linkedin.com/in/julenz
(LinkedIn)

www.docusign.com (Company)

Top Skills

Technical Support

iPhone

OS X

Juan Carlos Lenz

Technical Consultant at DocuSign
Seattle, Washington

Summary

Solutions-focused professional with 10+ years' experience providing rapid and client- focused technical support. Demonstrated capacity to identify root causes and direct users to lasting resolutions. Adept at articulating complex technical concepts to users of varying technical understanding. Well versed in a variety of common operating systems, applications, and hardware with a proven ability to master new tools and technologies quickly.

Experience

DocuSign
Technical Consultant
July 2018 - Present
Seattle, Washington

Provide technical, business consulting and product expertise to customers enabling comprehensive solution to be delivered to the market.

Facilitate technical discussions and white boarding for project integrations and technical solutions from one to many technical applications

Determine the scope of the implementation technology solution and the resources required to successfully complete

Identify use cases, roles and other business requirements for each project

Develop/code technology solutions to clients for integrations, product extension and enhancements

Ensure DocuSign sales, account management, and support have appropriate tools to sell and support the Professional Services offerings including the creation of customized workflow and system data flow diagrams

Produce and manage client-facing documentation

Conduct implementation pilots and help customer envision final solution

Train new clients on the essentials of DocuSign systems to get them started on implementations

Ensure timely and accurate billing in coordination with Finance Department

Identify areas for process improvement within the Professional Services organization and make recommendations to Management

Produce technical proposals

Develop risk mitigation plans

DocuSign

Senior Technical Specialist

November 2016 - Present

Seattle, Washington

Manages DocuSign's Signature Appliance implementation process.

Manages DocuSign's Single Sign On enablement process.

Assist customers and partners to produce high quality and innovative integrations to DocuSign by providing expert guidance on coding practices with our API's.

Serve as an expert guide on best practices when integrating to DocuSign using the SOAP or REST integration points and help our customers and partners efficiently navigate the DocuSign certification process.

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Produce and manages client-facing documentation.

Trains new clients on the essentials of DocuSign systems to get them started on implementations.

Identifies areas for process improvement within the Professional Services organization and make recommendations to Management.

DocuSign

4 years 8 months

Technical Specialist

July 2015 - July 2018 (3 years 1 month)

Seattle, Washington

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Technical Customer Success Manager

July 2014 - June 2015 (1 year)

seattle, washington

Technical point of contact for Top 50 accounts.

Assisted in resolution of complex production issues, including: escalation, system testing, strategy sessions and distribution of knowledge throughout the company.

Acquired and maintained knowledge of existing systems and new systems in order to provide accurate assistance and training to customers and CSR Team.

Act as an advisor for advanced DocuSign features, such as our APIs, DocuSign Connect, Powerforms, Templates ,Embedding signing
Participate in special projects, as required, under general supervision that enhances the quality or efficiency of the TCSM Team and support service (e.g., monitoring overall queue statues).

Provide constructive feedback and coaching to customer service representatives.

Technical Support Engineer

December 2013 - June 2014 (7 months)

Mac Matters

IT Consultant

May 2011 - November 2013 (2 years 7 months)

phoenix, arizona area

Broad-based position that includes Mac OSX server setup, small/medium office network engineering and troubleshooting, software implementation/troubleshooting, and hardware repairs. Also consulting clients on solutions for software, hardware, and networking in multi-platform environment situations.

Continued excellent service in the largest Apple consulting firm.

Implemented and administered over two dozen servers and networks.

Consistently went above and beyond required timeframes of support so that clients could continue working with as little interruption as possible.

Maintain a high level of customer satisfaction ensuring that new clients would become regular clients while maintaining current client relationships.

Apple

Technician

October 2007 - April 2011 (3 years 7 months)

Phoenix, Arizona Area

APPLE INC – PHOENIX, AZ

October 2007 – April 2011

Provided exceptional service for Apple software and hardware products. Troubleshooting and repairing desktops, notebooks, networking devices (Airport devices), and mobile devices (iPods, iPads, iPhones). Participated in pilot programs for Apple, which included iPhone repairs and Active Queue Management.

Achievements:

- Chosen to be a mentor for new employees.
- Participated in a pilot program that set standards for the iPhone repair program.
- Assisted with genius team achieving top ten Net Promoter (customer survey rating) in the company.

Arizona State University

Technical Consultant

August 2006 - September 2007 (1 year 2 months)

Technical support position for students, faculty, and staff. Assisted students with installing software necessary to access Arizona State's network (Cisco

Clean Access). Assisted faculty and staff with questions and support for accessing internal and external networks (i.e Peoplesoft, VPN, etc).
