Rachel E. Moose

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Accomplished and motivated technical professional offering expertise in international business development, integration engineering, customer success/experince and full-stack development. Experienced in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Angular JS, Firebase, Ionic Mobile Framework, Node Js, MySQL, MongoDB, Express & Handlebars JS.

Key Strengths:

Integrations Engineering	Team and Project Leadership	Project Management
Software Training & Consulting	International Business	Customer Success

Technical Skills:

Node.js, Express, JavaScript, jQuery, React.js, React Native, GIT, GitHub, MongoDB, MySQL, Firebase, HTML, CSS, Bootstrap, Media Queries, APIs, JSON, REST, AJAX, the command line, computer science fundamentals, writing tests

Professional Experience:

Trustpilot, NY, NY   03/18- Present

Integration Engineer/ Customer Experience

- Successfully and strategically integrate Trustpilot's most important clients with technical solutions, contributing to an 90% renewal rate.
- Develop custom and creative programs in various languages to integrate customer CRM's with Trustpilot.
- Consistently met or exceeded 100% of demanding quota of activation and automation of new clients.
- Repeatedly recognized for top performance and selected for high-priority initiatives.
- Providing customer support experience with a strong element of technical troubleshooting.
- Working with key business and technical stakeholders across customer organizations to determine a core set of measures to assess client performance and objectives.
- Respond to ad hoc metrics-related queries from customers' organization as necessary.
- Work independently on research requests from customers related to potential customer experience issues with transactional processes; testing/troubleshooting and data analysis to identify, understand and quantify issues.

Cvent, NY, NY   02/13- 03/18

Senior Project Analyst- Client Services

- Provided end-to-end project management and expert consultation on all aspects of Cvent's SaaS platform.
- Served as a technical product expert to Event Cloud Sales team to scope projects and understand client event software requirements.
- Responsible for statement of work drafting, executing on sales cycles, and project planning/tracking for team of up to 4 members.

- Served as a central point of contact and trusted advisor for the customer on a multiple large scale event implementation projects.
- Instituted best practice methods for requirement gathering that ensured goal alignment across clients and developers to keep everyone working towards the same vision.
- Maintained successful business relationships throughout contract life cycles, bringing in over $1M in renewal business.

Project Analyst
- Helped to create and develop a new position from scratch to fill a gap in professional service needs for Cvent customers.
- Acted as Project Lead to gather detailed customer business requirements, create Statements of Work, manage planning and execution of event requirements and produced quality deliverables.
- Used Agile Methodology and Kaizen practices to provide quality assurance to all team projects.
- Hosted daily-standups and weekly retrospectives utilizing leankit.
- Managed several concurrent projects of differing sizes and complexity while still contributing to internal departmental development of the newly created position.
- 100% VSAT in post-event client feedback.
- Facilitated vision and goal-setting exercises with senior leadership to identify appropriate metrics for success to demonstrate ROI.

Senior Client Success Consultant
- One of the 10 founding members of the Cvent Europe office; helped to start and grow the Client Services Europe Department by interviewing and hiring new Client Success Consultants.
- Key member of the award-winning Client Services department, ensuring customer success by effectively orienting, supporting, and assisting clients in creating, and managing event registration websites.
- Built the Client Services Europe Department from a team of two up to seven while managing and mentoring each team member, all of whom were promoted.
- Travelled to over 20 different countries throughout Europe, promoting Cvent as a Global Leader in software and providing personalized face-to-face training and onboarding for new clients.
- Worked directly with software developers to determine and design the most needed product updates, developments, and strategies for European Clientele.
- Boosted renewal rates by 25% in 2015-2016 by proving valuable onsite event support to large volume and high-profile events throughout Europe.
- Ensured quality and success to over 100 client accounts and over £1.5 Million in contract revenue, while maintaining over 98% VSAT.

Product Consultant
- Assisted clients with detailed product software knowledge by maintaining deep, intricate comprehension of Cvent's most advanced technical features.
- Established and maintained excellent relationships with Cvent's top clientele by giving personalized web-based and face-to-face software trainings to large corporations and associations.
- Worked closely with technology and management teams to gather client requirements for future releases of the software.
- Worked in a positive team-based culture with opportunities to mentor other Product Consultants.
- Promoted in less than two years to develop Client Services department for Cvent Europe.

- Helped highly skilled Software Developers, Quality Assurance Analysts, Systems Administrators and interface professionals find jobs in growing, technically advanced companies.
- Assisted large companies and technical managers with challenging technology needs locate the talented IT professionals to move their businesses forward.
- Top performer in permanent placements since start.

EDUCATION & CERTIFICATIONS

Columbia University, 2018
Columbia Coding BootCamp - JavaScript Full Stack Web Development
An intensive 24-week long boot camp dedicated to designing and building web applications. Skills learned consisted of HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Virginia Polytechnic Institute and State University, 2012
Bachelor of Science, Business Management, Human Resources
Minor, Psychology