

Samuel Pierce

Senior Professional Services Consultant

About

📍 Lincoln NE US
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🌐 pierce-samuel

Languages

C# JavaScript Python
Java SQL

Libraries & Frameworks

Vue .NET React Next.js
Node.js Spring Boot
Firebase Pandas
Material UI TailwindCSS

Markup & Style

HTML CSS LaTeX

Software

Microsoft Office
PowerBI Salesforce Git

Languages

English (Native)
German (Advanced)

Interests

Math
Guitar
German
Reading
Singing
Traveling
Coding

Experience

Senior Professional Services Consultant	01/2024 - Present
To be completed	
<ul style="list-style-type: none">Developed, customized, implemented, and tested API and file-based integrations between Enterprise Asset Management (EAM) and Enterprise Resource Planning (ERP) applications.Migrated user accounts and data from legacy systems to new platforms, ensuring seamless transitions.Resolved technical issues within customer projects using SQL, developer tools, and code analysis.Created scripts and software solutions tailored to meet specific customer requirements.	
Senior Customer Support Consultant	10/2022 - 01/2024
<ul style="list-style-type: none">Analyzed complex issues and selected methods for obtaining results.Supported Enterprise Asset Management/Computerized Maintenance Management applications in SAAS and On-Premise environments.Troubleshoot customer problems using internal tools.Trained team members and consulted on complex issues.Assisted with prioritization of product issues with Development and SRE Teams.Maintained and improved group processes, communicated process issues, and suggested improvements.Used SQL, Python, PowerBI, and Salesforce to create reports and analyze customer environments.	
Customer Support Consultant	04/2022 - 10/2022
<ul style="list-style-type: none">Worked on problems requiring evaluation and demonstrated judgment in obtaining solutions.Networked with senior personnel in area of expertise.	
Customer Success Analyst	08/2021 - 04/2022
<ul style="list-style-type: none">Analyzed situations requiring review of multiple factors.Built productive internal and external working relationships.	
Learning Assistant	08/2020 - 05/2021
<ul style="list-style-type: none">Facilitated student learning by answering questions and leading review sessions.Managed Zoom meetings and attendance.	
Math Resource Counselor	08/2019 - 05/2020
<ul style="list-style-type: none">Assisted students with coursework in algebra, trigonometry, and calculus.	
Field Radio Operator, Rank: Sergeant (E5)	05/2016 - 08/2016
<ul style="list-style-type: none">Squad Leader for 1st Battalion 7th Marines Communications Platoon	
Field Radio Operator, Rank: Corporal (E4)	10/2015 - 05/2016
<ul style="list-style-type: none">Radio Operator for Weapons Company 1st Battalion 7th MarinesMember of Battalion Commander's Personal Security DetailProvided security and mitigated internal threats for Building Partnership Capacity Platoon as they facilitated training for the Iraqi Army	
Field Radio Operator, Rank: Corporal (E4)	04/2015 - 10/2015

- Battalion Commander's Radio Operator
- Battalion Commander's Driver
- Member of Battalion Commander's Personal Security Detail

11/2013 - 04/2015

Field Radio Operator, Rank: Corporal (E4)

- Electronic Key Management System Local Element Manager
- Responsible for accountability of \$5.1 million worth of controlled cryptographic items
- Improved asset tracking and management by implementing digital tracking methods and increasing utilization and accuracy of computerized systems

Education

University of Nebraska-Lincoln

Bachelor Mathematics and German

08/2017 - 05/2021