

Samuel Pierce

Senior Professional Services Consultant

About

📍 Lincoln NE US
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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

- 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

- 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

- 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

- Analyzed situations requiring review of multiple factors.
- Built productive internal and external working relationships.

Learning Assistant

08/2020 - 05/2021

- Facilitated student learning by answering questions and leading review sessions.
- Managed Zoom meetings and attendance.

Math Resource Counselor

08/2019 - 05/2020

- Assisted students with coursework in algebra, trigonometry, and calculus.

Field Radio Operator, Rank: Sergeant (E5)

05/2016 - 08/2016

- Squad Leader for 1st Battalion 7th Marines Communications Platoon

Field Radio Operator, Rank: Corporal (E4)

10/2015 - 05/2016

- Radio Operator for Weapons Company 1st Battalion 7th Marines
- Member of Battalion Commander's Personal Security Detail
- Provided 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

08/2017 - 05/2021

Bachelor Mathematics and German