

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 Consultant01/2024 - Present
- To be completed
- Senior Customer Support Consultant10/2022 - 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 Consultant04/2022 - 10/2022
 - Worked on problems requiring evaluation and demonstrated judgment in obtaining solutions.
 - Networked with senior personnel in area of expertise.
- Customer Success Analyst08/2021 - 04/2022
 - Analyzed situations requiring review of multiple factors.
 - Built productive internal and external working relationships.
- Learning Assistant08/2020 - 05/2021
 - Facilitated student learning by answering questions and leading review sessions.
 - Managed Zoom meetings and attendance.
- Math Resource Counselor08/2019 - 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
- Field Radio Operator, Rank: Corporal (E4)11/2013 - 04/2015
 - 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