

Jeff Tuel

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Summary

Onboarding and coordination professional with experience supporting structured, deadline-driven onboarding processes across technical, operational, and customer-facing teams. Known for strong attention to detail, clear communication, and building positive relationships with new hires and stakeholders. Brings a process-oriented mindset, comfort managing multiple priorities, and a consistent focus on accuracy, compliance, and smooth day-one experiences.

Relevant Experience

Square Implementation Partner – Implementation Specialist | Oct 2025 – Present

- Coordinate onboarding activities for new Square clients, ensuring all setup tasks are completed prior to go-live.
- Track onboarding steps, documentation, and training completion to support timely launches.
- Communicate with internal teams and clients to resolve outstanding items and keep onboarding on schedule.
- Maintain accurate records and provide feedback to improve onboarding clarity and consistency.

Avaya – Product Marketing Manager, AI & Conversational Platforms | Jun 2024 – Nov 2024

- Coordinated onboarding and enablement activities for approximately 200 users during rollout of a new internal platform.
- Managed training schedules, documentation, and follow-ups to ensure users were prepared before launch.
- Worked cross-functionally with IT, engineering, and operations to ensure system access and readiness.
- Supported audit-friendly documentation and process tracking during rollout.

Freelance Consultant – Technology & Training | Oct 2023 – Jun 2024

- Supported client onboarding by coordinating setup steps, documentation, and training schedules.
- Communicated clearly with stakeholders to ensure expectations, timelines, and requirements were understood.
- Maintained organized records and checklists to track onboarding progress and completion.

Slalom – Business & Technology Consultant | Jun 2022 – Sep 2023

- Supported onboarding and adoption initiatives for internal teams and clients during system implementations.
- Assisted with documentation, scheduling, and coordination across multiple stakeholders.
- Helped keep onboarding activities on track in fast-moving, deadline-driven environments.

Additional Experience

- **Uber – Independent Contractor (2017–2022):** Managed scheduling, communication, and customer interactions while maintaining a 5-star rating across 500+ rides.
- **Geek Squad – In-Home Repair Technician (2013–2017):** Coordinated appointments, documentation, and customer education with strong attention to detail.
- **Campus Tech Repair Center – Founder / Lead Technician (2011–2013):** Managed intake paperwork, customer records, scheduling, and staff coordination.

Skills

- New Hire & Client Onboarding Coordination
- Process Tracking & Checklists
- Documentation & Record Management
- Cross-Functional Communication
- Time Management & Prioritization
- Data Entry & System Accuracy
- Confidential Information Handling
- MS Office & Google Workspace

Education

The University of Texas at Dallas
 Bachelor's Degree in Information Technology and Systems
 Graduated with Honors (Cum Laude), December 2021