

OBJECTIVE

Customer-focused professional seeking a role where extensive experience in client interaction, problem-solving, and service delivery can drive customer satisfaction and business growth. Adept at managing relationships with diverse clientele, leading teams, and providing tailored solutions. Proven ability to adapt to dynamic, fast-paced environments, including warehouse and logistics roles.

SUMMARY

With over a decade of experience working directly with clients across various industries, I excel in roles requiring deep customer engagement, rapid problem-solving, and flexibility in ambiguous situations. I have successfully managed relationships with businesses of all sizes, led teams of subcontractors and junior staff, and developed systems for inventory management and asset cataloging. My experience includes working in warehouse environments, handling shipping, receiving, and in-person deliveries. Comfortable with managing both in-person and remote client relationships, including international clients

EXPERIENCE**HamiltonBorchman**

2005 – Present

Client Relations Lead & People Manager

- Managed client relationships for over 1,000 projects, leading teams of subcontractors to deliver successful outcomes, often under tight deadlines.
- Developed inventory and catalog systems to organize assets, including taxonomy creation, categorization, and tagging, improving operational efficiency.
- Delivered exceptional client service by understanding their unique needs and resolving issues quickly, ensuring high satisfaction and long-term client retention.
- Oversaw shipping and receiving operations, ensuring timely and accurate delivery of project assets and materials.

Hatch Early Learning Inc.

Nov. 2022 – May 2023

Senior Client Success Manager

- Enhanced the customer onboarding experience, reducing steps and improving user satisfaction based on direct client feedback.
- Conducted client interviews to gather insights and implement service improvements, increasing satisfaction and product adoption.
- Provided ongoing support to educational institutions, ensuring the successful use of software through continuous communication and problem resolution.

Art+Logic Inc.

June 2016 – April 2022

Senior Account Manager & Team Lead

- Managed relationships with key accounts while leading a team of junior designers, software engineers, and product managers to deliver complex software projects.
- Implemented systems to inventory and catalog digital assets for clients, creating detailed taxonomies and categories to streamline project workflows.
- Successfully coordinated multi-geographic teams and clients, securing contract renewals by maintaining strong relationships and solving issues efficiently.
- Managed shipping logistics and in-person deliveries for client projects, ensuring seamless operations across regions.

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AGIA Insurance

Oct. 2013 – Sept. 2015

Client Services Manager

- Achieved Led initiatives to improve the customer experience, resulting in a 20% increase in service satisfaction scores.
- Provided frontline support, resolving client issues quickly and efficiently, with a strong focus on maintaining customer relationships.
- Used data-driven insights to anticipate client needs and proactively offer solutions, enhancing customer retention rates.

EDUCATION

<i>Bachelor of Science in</i>	Computer and Information Science,	Hartwick College, Oneonta, New York
<i>Bachelor of Arts in</i>	Fine Arts, Painting Concentration,	Hartwick College, Oneonta, New York

SKILLS

- ⇒ Client Relationship Management
- ⇒ People Management (Subcontractors, Junior Designers, Engineers, Product Managers)
- ⇒ Customer Service Excellence
- ⇒ Problem Solving & Conflict Resolution
- ⇒ Cross-functional Team Collaboration
- ⇒ Remote & International Client Support
- ⇒ Inventory & Asset Management Systems (Cataloging, Taxonomy, Tags, Categories)
- ⇒ Warehouse, Shipping & Receiving Operations
- ⇒ Crisis Management
- ⇒ Adaptability in Ambiguous Situations