

DEE RICHARDS

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SUMMARY

Committed to exceptional customer experiences through proactive communication. Skilled in network troubleshooting, software development, and customer relationship management.

WORK EXPERIENCE

Honest Networks

New York (Remote)

Information Technology Services Specialist

Jan 2024 – Present

- Provided prompt and expert technical support, maintaining an average resolution time of 15 minutes, exceeding the industry standard by 20%.
- Developed and maintained positive relationships with over 500 clients, achieving a 95% client satisfaction rating through clear communication and proactive problem-solving.
- Collaborated with clients to coordinate installations, achieving a 95% on-time completion rate for network infrastructure deployment, resulting in increased client satisfaction.

100Devs

Los Angeles, CA (Remote)

Full Stack Software Engineer

Feb 2022 – Dec 2023

- Collaborated with interdisciplinary teams to develop applications and tools, enhancing user decision-making processes and resulting in a 40% increase in user engagement.
- Managed a portfolio of key client accounts, exceeding retention goals by 15% through proactive communication, problem-solving, and exceeding client expectations.
- Implemented strategic software engineering solutions to improve user experience and functionality, resulting in a 25% decrease in user complaints.

Marquette University

Milwaukee, WI (Hybrid)

Customer Success Manager/Technical Support Specialist

Sep 2017 – May

2021

- Managed key accounts by maintaining solid relationships, proactively addressing client needs, and utilizing CRM tools, contributing to a 20% growth in account revenue.
- Led alumni engagement efforts, resulting in a 30% increase in alumni participation in educational success programs, translating to an additional 500 alumni engaged annually.
- Onboarding for 100+ clients, ensuring seamless integration with Marquette's systems and enhancing user satisfaction, leading to a 95% retention rate.

SKILLS

Account Management, Project Management, Salesforce Automation, Reporting/Analytics, CRM, Proactive Communication, Issue Resolution, Jira, Linux, OS Management, LAN/WAN Configuration, Diagnostics, DNS Expertise, VoIP Proficiency, Virtualization, ITIL Practices, Active Directory

EDUCATION & CERTIFICATIONS

Marquette University

Milwaukee, WI

BFA in Communications and Media

Graduation Date | May 2021

BA in Sociology

- Dean's List, Chris Farley Award, Honors Program, BSC, Women Who Code

Google IT Support Specialist Certification

Completed 2023

- Enhanced abilities in debugging, encryption algorithms, customer service, network protocols, and cloud computing.