

# TYLER FOX, PMP, MS

Certified Project Management Professional

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PMP certified detailed-oriented team player with strong communication & organizational skills. Possess a creative mindset; eagerness to always grow, learn, & develop with new technologies & trends. Ability to handle multiple projects simultaneously with a high degree of accuracy. Dependable candidate successful at managing multiple priorities with a positive attitude while working & building customer relationships from project discovery to project launch.

## Skills & Competencies

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- **CRM Systems:** Zendesk, Axosoft
- **CMS Systems:** WordPress
- **Website Design & Management:** WordPress Design, WordPress Hosting, Website Hosting, Website Management
- **Project & Task Management:** Jira, Confluence, Monday.com, Trello, Microsoft Project
- **Tech Proficiency:** Mac OS, Google Suite Products,
- **Database Skills:** SQL (Beginner to Immediate)
- **Programming:** Python (Beginner), HTML5 (Beginner)
- **Management & Leadership:** Project Management, Customer Success, Leadership
- **Problem Solving:** Incident Management, L1, L2, SAAS Support, Technical Support Engineer
- **Planning & Coordination:** Project Planning, Organization
- **Time Management:** Efficient Time Management Skills

## Full Time Work History

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2022-01 - Current

### Manager, Customer Support

*Urbint, New York, NY*

- Spearheads process improvement initiatives and problem-solving strategies to establish standardized procedures and an escalation policy for the customer support team.
- Proactively monitors key metrics, extracting actionable insights to enhance operational efficiency and team performance.
- Cultivates and nurtures robust relationships with key customers, leading to a significant increase in customer loyalty.

- Inspires and motivates team members to overcome challenges, fostering a culture of efficiency and high performance.
- Plays a pivotal role in guiding customers through onboarding and product setup, ensuring successful adoption while identifying upsell opportunities.
- Assumes responsibility for the oversight, preservation, and management of all client inquiries, concerns, and issues, ensuring strict adherence to SLA policies.
- Prioritizes and evaluates client support requests, identifying innovative solutions while meticulously documenting critical findings for Product, Engineering, and QA teams.
- Acts as the Incident Commander and Manager for high-priority (P0) support requests, streamlining and executing P0 procedures effectively.
- Leverages Zendesk and Jira platforms to meticulously log, manage, and update support issues, feature requests, and design inquiries while cultivating lasting customer relationships.
- Maintains an in-depth understanding of company offerings, enabling the provision of tailored recommendations aligned with customer needs, thus facilitating upsell opportunities.

**2021-02 - 2022-02**

## **Senior Project Manager**

*Exelon, Philadelphia, PA*

- Exercised rigorous budgetary control for projects ranging from \$2 to \$5,000,000, collaborating closely with project teams to monitor costs and optimize expenditures while upholding quality standards.
- Orchestrated project schedules with unwavering commitment to meeting crucial milestones at every project phase.
- Effectively communicated project plans and ongoing progress to key stakeholders and project contributors, ensuring transparency and alignment.
- Strategically formulated and managed project budgets, demonstrating a keen ability to control costs while consistently meeting organizational and project objectives.
- Exhibited expert proficiency in senior-level project management, overseeing a diverse portfolio of projects from inception through to successful completion.
- Expertly managed multi-million-dollar project budgets, consistently delivering projects either on or under budget, resulting in substantial cost savings and enhanced financial efficiency.
- Implemented robust change management processes to accommodate adjustments in project scope, guaranteeing that projects remained on course and aligned with stakeholder expectations.
- Maintained precise project schedules, facilitating the punctual attainment of critical milestones.

**2019-01 - 2021-02**

## **Manager, Customer Success & Implementation**

*Urbint, Inc, New York, NY*

- Oversaw a portfolio of 25+ customers, prioritizing post-production project success for each client.

- Acted as the primary customer advocate, promptly responding to inquiries, addressing feature requests, and effectively resolving issues.
- Nurtured and developed strong client relationships, resulting in contract renewals and sustained client engagement.
- Guided multiple clients through the entire project lifecycle, from initial implementation to long-term customer success.
- Identified and closely monitored key success criteria and annual client goals, aligning support efforts with client objectives.
- Managed and tracked customer support requests and inquiries across various communication channels.
- Orchestrated seamless coordination between customer issues and internal teams, conducting regular meetings to ensure project success.
- Thoroughly documented processes to streamline product setup, customization, and maintenance.
- Established and upheld Standard Operating Procedure (SOP) documents to maintain operational consistency.
- Took the lead in training new customers during onboarding, leveraging various communication platforms.
- Conducted kickoff, design, and status meetings to sustain client engagement and ensure ongoing awareness of project progress.

2017-12 - 2019-01

## **Manager, Customer Support**

*Opvantek, Inc., Yardley, PA*

- Orchestrated and executed all support-related activities with a relentless commitment to achieving outstanding customer satisfaction.
- Took charge of resolving customer service challenges and assumed the role of Incident Commander for escalated urgent application issues, ensuring swift resolution.
- Skillfully managed customer escalations in strict accordance with Opvantek's policies, upholding company standards.
- Fostered and nurtured strong customer relationships, significantly enhancing overall customer satisfaction levels.
- Provided personalized coaching and guidance to customers, facilitating their application and support training via phone, email, and video conferencing.
- Demonstrated expertise in delivering top-notch technical support, adeptly diagnosing and resolving technical issues while proposing effective solutions.
- Effectively communicated priorities, oversaw day-to-day tasks, and conducted meticulous quality testing before the release of features and bug fixes.
- Maintained unwavering commitment to upholding application standards across Opvantek's diverse software customer base.

2016-07 - 2017-12

## **Customer Support & Implementation Specialist**

*InfoMC, Conshohocken, PA*

- Led the coordination and execution of on-site training sessions for the implementation of project planning on the company's web-based application.

- Exemplified excellence in customer service by promptly responding to, triaging, and efficiently managing a daily influx of over 20 customer requests.
- Skillfully nurtured and managed relationships with new clients, advisors, and directors, fostering strong connections and partnerships.
- Maintained a consistent flow of timely and accurate updates through daily standup meetings, ensuring all stakeholders remained informed and aligned.
- Demonstrated exceptional multitasking abilities, effectively juggling multiple tasks and responsibilities while consistently meeting challenging deadlines.
- Applied advanced critical thinking and problem-solving skills to address complex issues and drive innovative solutions.

**2015-12 - 2016-07**

## **Business Analyst**

*STI Computer Services, Eagleville, PA*

- Orchestrated and crafted web-based training sessions using Skype for Business and WebEx to convey new firm enhancements, features, and bug fixes to Stakeholders and Subject Matter Experts.
- Formulated user stories and requirements within an Agile environment.
- Illustrated wireframes and mockups using tools like Cacao, Pencil, Visio, or Photoshop (when available).
- Generated high-quality requirement specifications (business requirement documents) to facilitate functional design development.
- Crafted comprehensive test plans to ensure the smooth functioning of system changes, the preservation of existing processes, and the alignment with user needs where necessary.
- Authored training scripts to educate internal users, support personnel, and external customers on ERP system changes and new procedures.

**2014-05 - 2015-05**

## **Quality Assurance Engineer**

*STI Computer Services, Eagleville, PA*

- Conducted rigorous stability and scalability testing for EMR and Practice Management Billing Software.
- Configured testing scenarios mirroring ongoing customer concerns to replicate similar errors.
- Collaborated closely with scrum masters, managers, developers, and business analysts.
- Actively participated in daily scrum meetings, including scrum reviews, planning sessions, and retrospectives within an agile environment.
- Personally crafted test scripts for software and application assessments prior to product launch.
- Performed smoke and regression tests on the core application to ensure its readiness before product release.
- Maintained open communication channels with business analysts and developers regarding software, applications, as well as enhancements and fixes, utilizing VMWare Workstation and SQL Database.

## Volunteer

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### **COO, Co-Founder, Rachel's Helping Hands Cancer Foundation**

- Oversees all aspects of the website, including content, hosting, and domain, using WordPress as the platform.
- Guides board meetings, contributing innovative fundraising concepts.
- Pioneers fundraising campaigns, achieving annual donations exceeding \$25,000 through a successful 5K fundraising event.
- Orchestrated various fundraisers as an event coordinator, accumulating a cumulative total of over \$175,000 since the organization's inception.
- Demonstrates adept communication and coordination skills while liaising with vendors, external parties, and food/beverage services to ensure precise execution according to specifications.

## Education

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2003-08 - 2007-05

### **Bachelor of Science: Criminal Justice**

*West Chester University - West Chester, PA*

GPA: 3.67

2019-07 - 2019-07

### **PMI-Certified Project Management Professional (PMP): Project Management Professional (PMP)**

*Certified By Project Management Institute (PMI) - Harrisburg, PA*

2009-01 - 2015-06

### **Masters of Science: Information Systems**

*Drexel University - Philadelphia, PA*

GPA: 3.86