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TYLER FOX, PMP, MS



PROJECT MANAGER, CUSTOMER SUPPORT
MANAGER, SUPPORT TEAM LEAD,
PROJECT COORDINATOR

PROFESSIONAL SUMMARY

Manager of Customer Support with two years of experience, adept at leading a team of L1 Support Engineers to provide efficient resolution of technical issues. Demonstrates experiences in using tools such as SQL, DataDog, Jira, and Confluence for issue tracking and documentation. Recognized for strong leadership and communication skills, with a focus on customer relationship management and process improvement. Proven ability to handle multiple priorities, demonstrating a high degree of accuracy and a positive attitude. Committed to continuous learning and development with new technologies and trends.

EMPLOYMENT HISTORY

JAN 2021 - PRESENT

Manager, Customer Support, Urbint, Remote

- Manages and mentors a team of 3 Level 1 support engineers, providing guidance and support to ensure efficient resolution of customer inquiries and technical issues.
- Serves as the primary point of contact for over 25+ customers, overseeing issue triaging, troubleshooting, and investigation processes to deliver timely and effective solutions.
- Utilized advanced tools such as SQL, DataDog, Jira, and Confluence for issue escalation, tracking, and documentation, facilitating streamlined communication and collaboration across teams for efficient resolution.
- Performs SQL queries on company databases, employing joins and select statements to facilitate data analysis and fulfill customer requests, assisting in triage and investigation processes.
- Utilizes SQL for data retrieval, employing basic queries to streamline data analysis, address customer inquiries, and document findings for Engineering teams via Jira within the company.
- 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.
- Cultivate 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.
- Guides customers through onboarding and product setup, ensuring successful adoption while identifying upsell opportunities.
- Responsible for the oversight, preservation, and management of all client inquiries, concerns, and issues, ensuring strict adherence to SLA policies.
- Prioritizes and evaluated 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.

JAN 2021 - JAN 2022

Senior Project Manager, Exelon, Remote

- 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 formulate and manage project budgets, demonstrating a keen ability to control costs while consistently meeting organizational and project objectives.
- Exhibited proficiency in senior-level project management, overseeing a diverse portfolio of projects from inception through to successful completion.
- 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 remain on course and aligned with stakeholder expectations.
- Maintained precise project schedules, facilitating the punctual attainment of critical milestones.

JAN 2019 - JAN 2021

Manager, Customer Success & Implementation, Urbint

- Oversaw a portfolio of 20+ customers, prioritizing post-production project success for each client.
- Served as a 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.
- Led & trained 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.

DEC 2017 - JAN 2019

Manager, Customer Support, Opvantek, Inc (acquired by Urbint), Yardley, PA

- 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 - 2017

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 - 2016

Business Analyst, STI Computer Services, Eagleville

- 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.

SKILLS

Salesforce

Zendesk CRM

Technical Support

Process Improvement

Team Management

Incident Management

Leadership

Communication

Customer Focused

Problem Solving

Basic SQL Programming

Data analysis

Customer Implementation & Onboarding

VOLUNTEER

Rachel's Helping Hands Cancer Foundation

CO-FOUNDER, CTO

- Oversees all aspects of website management, including content, hosting, and domain, utilizing WordPress as the platform.
- Guides board meetings, providing innovative fundraising concepts and strategies.
- Pioneers successful fundraising campaigns, surpassing annual donation targets with a notable achievement of over \$25,000 through a highly effective 5K fundraising event.
- Orchestrates diverse fundraising initiatives as an event coordinator, amassing a cumulative total exceeding \$175,000 since the organization's establishment.
- Demonstrates exceptional communication and coordination skills, effectively liaising with vendors, external stakeholders, and food/beverage services to ensure precise execution according to specified requirements.

EDUCATION

JUL 2019 - JUL 2019

PMP Certification, PMI-Certified Project Management Professional (PMP), Harrisburg, PA

JAN 2009 - JUN 2015

Masters of Science, Information Systems, Drexel University, Philadelphia

GPA: 3.86

AUG 2003 - MAY 2005

B.S in CRJ, West Chester University of Pennsylvania, West Chester

GPA: 3.67

LINKS

[Digital Resume](#)

[LinkedIn](#)

PART-TIME PROJECT MANAGEMENT

Web & Digital Project Manager, Owner

FOX CONCEPTS (2015 TO PRESENT)

- Successfully executes multiple projects from initial concept to website launch for diverse businesses and individuals, effectively achieving core objectives.
- Conducts interviews with key stakeholders to formulate high-level requirements.
- Formulates project management plans and statements of work, encompassing risks, assumptions, scope, and costs, utilizing both on-site interviews and data analysis tools
- Provides valuable website recommendations to stakeholders, enabling them to optimize goal attainment.
- Manages stakeholder engagement by maintaining clear and effective communication regarding project status.
- Conducts comprehensive quality testing on all existing and ongoing functionalities before release, obtaining customer approval for launch via WordPress.

BTA Sports, LLC

OWNER (2023 TO PRESENT)

- Founded BTA Sports, a Machine Learning start up software company specializing in sports analytics and predictions, driving the intersection of technology and sports strategy.
- Oversees day-to-day operations, ensuring the seamless execution of projects and the optimal utilization of resources to meet company objectives and deadlines.
- Leads daily stand-up calls, fostering a culture of transparency and rapid problem-solving, which has significantly enhanced team productivity and project momentum.
- Conducts operational meetings, steering the strategic direction of the company and ensuring alignment with overarching goals for sustained growth and innovation in sports analytics.
- Champions sprint planning sessions, outlining goals, objectives, and timelines to streamline development processes and enhance the efficiency of deliverables.
- Maintains constant focus on team motivation, implementing recognition that boosts morale and team performances.
- Proactively ensures that all team members are equipped with the necessary tools, training, and support to excel in their roles.