TECHNICAL CLIENT MANAGER RESUME

Objective:

To be able to work as Technical Client Manager and utilize my skills in Databases, Oracles, Platforms and IT concepts in fulfilling the company's objective and goals.

Education:

Master in Computer Applications, 2002
Yale University

BS In Computer Science, 1999
Yale University

Skills:

- Project management
- MS Office/Project/Access, Visio/Info Path
- NetQos, HP Openview Service Desk, Softricity
- SMTP/ Mail (qmail, postfix), DNS
- Advance customer skills
- Word, Excel, PowerPoint
- AJAX, HTML, CC+, DWH
- Optimization and adaptation of frame formulations
- Skilled in preparing lectures and congress papers
- Superior communication skills (oral and written)
- Excellent interpersonal and leadership skills

Professional Experience:

- Technical Support Manager, 2008-present
- Halex Corp., Georgetown, MA

Responsibilities:

- Maintained all of East Asian website updates and promotions.
- Utilized CRM in tracking leads and send mass communications to external clients.
- Coordinated with technical leaders in accessing "partnership" website.

- Technical Client Manager, 2005-2008
- Halex Corp., Georgetown, MA

Responsibilities:

- Determined which customers belong for sending of mass communications.
- Organized the press releases, case studies and newsletter campaigns.
- Created targeted mailing lists for various online support resources.

- Technical Retention Manager, 2002-2005
- Halex Corp., Georgetown, MA

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- Technical Client Manager, 2005-2008
- Halex Corp., Georgetown, MA

Certifications and Affiliations:

American Society for Advanced IT Personnel
Certificate in Customer Relationship Skills

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