

# David Lee Howard

## Customer Success Team Leader

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Customer-centric leader with extensive experience building, leading, and optimizing support organizations in start-up and acquisition environments. Extremely resilient and adaptable, passionate about developing high-performing teams, enhancing client relationships, and aligning support strategies for the broader business objective. Proficient in multiple support tools, including Zendesk, Salesforce, HubSpot, and ServiceNow. Known for a relentless drive to deliver results, with a focus on ownership, accountability, and ensuring every objective is executed to completion, no matter the challenge.

### WORK EXPERIENCE

#### **INDEPENDENT CONSULTANT**

March 2024 – Present

CYANBLOOM.COM, DULUTH, GEORGIA

- Deep understanding of HIPAA, ACA, and identifying risk as a certified life insurance agent.
- An affiliate recruiter and executive for life insurance and cybersecurity, and CyanBloom CX.
- Building and implementing the customer journey process into Event and CRM technology.
- Provided client coaching and designed websites, videos, and training material to increase SEO by 30%.

#### **DIRECTOR OF TECHNICAL SERVICES**

January 2021 – July 2023

COMMUNITY BRANDS, REMOTE

- Oversaw support for 12 products and supervisors while directing escalation strategy and adhering to SLA.
- Presented support & service KPI reports formally to the executive team and implemented operational efficiencies to reduce mean time to resolution by 25%.
- Increased client retention to 90% through cross-functional projects and by translating business needs into technical solutions. Administrator for Workday, Salesforce, Zendesk, Vonage, and Microsoft Office.
- Integrated various API and AI tools to enhance and validate ticket efficiency and to reduce costs by 15%. Deploy multiple new help centers to reduce end-user requests by 75% while maintaining a 95% CSAT.

#### **DIRECTOR OF VIRTUAL SUPPORT**

April 2020 – January 2021

PATHABLE, REMOTE

- Delivered seamless account management and escalated support to all clients, including executive and C-level, created cure plans for Enterprise clients, and curated a growth mindset to reach solutions.
- Hired and trained a support department, supporting 500+ virtual events per month and ensuring seamless delivery in a rapidly evolving environment. Implemented multiple cloud-based solutions.
- Established and launched the Product Support department within 60 days, leading stakeholder meetings to implement change management strategies and streamline existing onboarding workflows.
- Provided tier 3 support that required regular SQL database interactions and troubleshooting. Key stakeholder in the product life cycle and was acting scrum manager.
- Assessed account health to identify at-risk and high-value clients, initiating targeted outreach to those with expanding schedules and cancellations, resulting in 92% of events being accurately staffed.

## **IMPLEMENTATION MANAGER**

February 2016 – April 2020

PATHABLE, REMOTE

- Onboarded and transitioned clients' post-sale, identifying potential needs and risks early to ensure a seamless start to service engagement.
- Maintained a 90% client retention rate while managing over 60 active contracts per quarterly event season, demonstrating expertise in account management and renewal strategy.
- Highly adaptable travel account representative and escalation point, recognized for proactive client support and strategic upselling, resulting in a 20% increase in revenue.

## **MANAGER, APPLICATION SUPPORT**

May 2010 – May 2015

SIGNUP4/CVENT, ATLANTA, GEORGIA

- Promoted to management and trained a 15-member team to assist with 500+ tickets weekly.
- Delivered train-the-trainer programs for ROI/Expense Management, Event Management, and Travel PNRs, achieving full deployment within 5 days by equipping teams with rapid, practical training.
- Sourced third-party outsourcing initiatives and launched a 24/7 support model, including live chat and an online community, driving CSAT scores up to 90%

## EDUCATION

### **WESTERN GOVERNORS' UNIVERSITY, 2025**

BACHELOR OF BUSINESS – INFORMATION TECHNOLOGY

### **ITT TECHNICAL INSTITUTE, 2007**

ASSOCIATES OF SCIENCE – MULTI-MEDIA

### **HELP DESK INSTITUTE CERTIFIED IT MANAGER, 2015**

## SKILLS & OTHER

### **Techniques:**

Customer Service Leadership, Transformational & Servant Leadership, Conflict Resolution & Escalation Management, Scheduling Operations, Patient Onboarding & Enablement, Cross-Functional Collaboration, Strategic Planning, SLA Management, Process Improvement, Workflow Optimization, Change Management, Training & Mentorship, KPI Analysis (CSAT, NPS), Operational Scalability, Analytical Problem Solving, Team Coaching & Development.

### **Tools:**

Salesforce, SAP, Microsoft Office 365 (Excel, Outlook, Word), Asana, Jira, Zoom, Google Workspace, Zendesk, HubSpot, Project Management Platforms, Database Management Systems, Scheduling & Logistics