

JEFFREY CARL

jeff@jcarl.net - 480.584.7222 - Phoenix, Arizona

Versatile professional with 12 years of remote IT experience & 25 years total work experience

EDUCATION

Bachelor of Science, Computer Science Technology - **Summa Cum Laude** - Saint Louis University

ATTRIBUTES

- Scored in the top 0.1% nationwide on multiple components of the ACT exam
- Mensa-level intellect, and unique business perspective focused on principle-based values
- Excellent documentation skills, task management, time management, and self-direction
- Success in many different roles and levels, at companies from startups to Fortune 500s

ACCOMPLISHMENTS

Helped a SaaS startup gain **5x more enterprise customers** in a year, and 9x revenue in seven years.

Helped a tech startup transition its live support service to 24/7 international coverage.

Helped win a **million-dollar IT project** in medical research, designing & developing the prototype.

Helped a tech startup implement its service for the first time at the St. Louis Cardinals stadium.

Handled every client interaction during one year for a software startup, via more than 6000 emails, 850 forum threads, 700 calls, 400 bug reports, and 300 feature requests.

EXPERIENCE HIGHLIGHTS

- **Sales Manager & Product Manager** for a SaaS startup with millions of users in 100 countries
- **Manager of Support** leading a distributed team with staff in multiple countries
- **Account Manager** for clients such as Oracle, SAP, Xerox, Chrysler, Fidelity, iRobot, Salesforce, Sony, Harman, Sharp, Puma, Belkin, RedHat, Motorola, and Edwards Lifesciences
- **Remote consultant** on projects for Google and Apple
- **Project Manager** on a Microsoft BI pilot at a Fortune 500 company
- **Technical Consultant** on projects for top clients of an IT consulting firm, including Edward Jones, Monsanto, and the DOD
- Job experience working onsite at **Fortune 500 companies** like Wachovia and Bank of America

EXPERIENCE HISTORY

Online Safety Officer: Gaggie Remote 2018

- Remote analyst for a 24/7 software content monitoring service with customers across the U.S.

Office Manager: Apple (temp agency) Remote 2017

- Remote subject matter expert, handling escalated issues and mentoring remote agents

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- Director: Assembla.com** Remote 2008 - 2016
- Performed a variety of roles as a full-time remote consultant in a startup, including Product Management, Sales & Support Management, Account Management, & Staff Management
 - Functioned as the face of the company and was personally responsible for handling every high-value customer relationship, every new prospect, and every customer complaint
 - Product Manager of the local-install version of the software, responsible for design, testing, bug reports, feature requests, new releases, and customer upgrades
 - Account Manager of a custom local installation for high-value client, SAP
 - Utilized tools such as tickets & wikis, Slack, Salesforce, Desk, Hubspot, SVN, VirtualBox, Google Webmaster Tools, Constant Contact, Mailchimp, StatusPage, and UserVoice
 - Collaborated with CEO, CTO, VP, Marketing, Design, Devops, QA, & Support teams on project tasks, bug reports, and product planning
 - Worked on new prospect leads, requirements analysis, workflow optimization, contract negotiation, invoicing, time-scope-budget management, product rollout, change requests, bug reports, and contract renewals
- Software Tester: Google (temp agency)** Remote 2008
- Worked as a remote manual tester on a search engine algorithm analysis project for Google
- IT Consultant: Computer Science Corporation** St. Louis, MO 2007 - 2008
- .NET developer and BI project manager, collaborating with Microsoft's regional office
 - Sharepoint design, administration, and technical sales for a pilot project at Edward Jones
 - Provided technical & business knowledge across a range of disciplines, including design, configuration, sales, contract negotiation, and internal strategies
 - Remote QA Tester on a web portal project for a global oil & mineral exploration organization
 - Collaborated with offshore development teams and business units in other cities & countries
- Webhosting Technician: TelePacific Inc** St. Louis, MO 2006
- Created, modified, and troubleshot DNS, email, webhosting, & domain name accounts
- Junior Project Manager: Wachovia** St. Louis, MO 2005
- Worked with engineers & application architects on the corporate Windows Server migration project, monitoring project milestones and testing legacy software in upgraded environments
- Helpdesk: Bank of America St. Louis, MO 2002 - 2004
- Smartcard Technician: Smartix St. Louis, MO 2001
- Tech Support: PeopleSupport St. Louis, MO 1999 - 2000
- Project Leader & Council Member: AmeriCorps St. Louis, MO 1997 - 1998