
Professional Summary

Dynamic and client-focused professional with over 10 years of experience in Client Success, Program/Implementation Management, and Operations across IT services, software, and hospitality industries. Proven ability to lead teams, manage onboarding and transitions, improve client satisfaction, and strengthen retention. Skilled in cross-functional collaboration, process improvement, and delivering tailored solutions that drive both client and organizational success. Recognized for proactive problem-solving, relationship building, and exceptional communication.

Professional Experience

Client Success Manager

Small MSP • Frisco, TX

January 2022 – Present

- Lead client success initiatives, overseeing a team of Client Experience Representatives to ensure top-tier support and detailed ticket trend analysis.
- Developed and launched the DKB Cares campaign, improving client/end-user satisfaction and delivering proactive “tips & tricks” resources.
- Partner with internal teams and department heads to address issues permanently and implement tailored IT solutions.
- Manage client onboarding, ensuring seamless transitions and effective coordination across teams, deadlines, and deliverables.
- Strengthen long-term client relationships, resulting in increased retention and overall satisfaction.

Implementation Program Manager

Software Company • **Southlake, TX**

May 2021 – January 2022

- Served as the primary point of contact for pharmacy software implementation projects.
- Managed a team of lead/support installers, coordinating schedules, travel, expenses, and payroll.
- Led client onboarding calls to establish go-live dates, capture requirements, and manage third-party vendor integrations.
- Oversaw data validation and software transition processes to ensure accuracy and compliance.
- Collaborated with technical teams and IT managers to provide pre- and post-go-live support.

FastTrack Onboarding Manager (Microsoft)

IT Company • **Irving, TX**

October 2019 – April 2021

- Drove deployment and onboarding of Microsoft 365 Defender workloads, including Advanced Threat Protection.
- Partnered with SMEs to facilitate client workshops and deliver full workload deployments.
- Presented onboarding overviews to C-suite stakeholders to align technical outcomes with business objectives.
- Supported EMEA and APJ global teams during incubation/pilot phases of Microsoft 365 Defender.
- Contributed to internal hiring as a member of the Blueprint Interview Panel.

Operations Manager

Hospitality Company **Dallas, TX**

March 2018 – October 2019

- Oversaw day-to-day operations and a team of 3 employees, ensuring smooth business functions.
- Managed invoicing, payroll, QuickBooks, and client agreements for consultants and hotel partners.
- Coordinated travel arrangements and maintained consultant performance reporting for leadership review.

Meeting & Travel Coordinator

Event Management • **Dallas, TX**

December 2016 – March 2018

- Coordinated large-scale client events with 10,000+ attendees, managing logistics for housing, transportation, catering, and exhibit halls.
- Served as on-site event lead, ensuring flawless execution of client programs.

Group Rooms Coordinator

Hotel • **Dallas, TX**

June 2016 – December 2016

- Managed group bookings, room blocks, and event billing, while liaising with catering and banquet teams.
- Oversaw third-party travel accounts and revenue calls with senior management.

Sales & Marketing Coordinator

• **Irving, TX**

April 2015 – May 2016

- Assisted sales leadership with **contracts, event proposals, and reporting.**

- Supported group event planning, ensuring client satisfaction from booking through execution.

Education

Stephen F. Austin State University – Nacogdoches, TX
Bachelor of Science in Hospitality, Travel, and Tourism
2010 – 2013

Core Skills

- Client Success & Relationship Management
- Program & Project Management
- Onboarding & Implementation
- IT Services & Software Deployment
- Process Improvement & Change Management
- Team Leadership & Mentorship
- Data Analysis & Reporting
- Event & Operations Management
- Cross-Functional Collaboration

Technical Skills

- Microsoft 365 Security & Defender Suite
- Microsoft Products (Teams, Office, Word, Excel, PowerPoint, Project, Outlook, etc.)
- Sales and Marketing Tools (HubSpot, Salesforce, etc)
- CRM & Ticketing Systems (ConnectWise, ZenDesk, etc.)
- QuickBooks | Excel (Advanced)
- Event Planning Software | Scheduling Tools (Monday.com, Microsoft Project, Trello, etc.)
- Hospitality Computer Software (OnQ, OnQ FM, OnQ RM, Delphi, SalesPro, and R & I