

# Hardeek Patel

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## Summary

I have more than 15 years' experience in creating customer success stories. I've been a successful team player, leader, operations manager, trainer, and subject matter expert. A jack of many trades, I enjoy digging into SQL data before planning and executing a strategy based on my findings. Successfully launched a product to generate revenue and overhauled processes.

Additional competencies include:

- **Customer Success Manager:** Be the voice of our customers when looking to enhance our products / processes while working with our developers on a plan and strategy.
- **Operations Management:** Create as well as improve existing processes that were inefficient and ineffective.
- **Instructor:** Roll out an ongoing Project Management Software training across multiple offices and ~1000 users.
- **Technical Support:** From Level 1 Helpdesk to Level 3 Senior Tech Support Engineering.
- **Vendor Relations:** Create / Maintain various vendor relationships, including negotiations and licensing agreements.
- **QA:** Develop and execute test plans for various applications

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## Professional Experience

### "Social Travel" Company

Chicago, Illinois

2020-2021

#### **Founder** (*Company has not launched yet*)

- Market Research to determine viability of product, features and industry.
- Tools used included but not limited to:
  - Moqups for wireframing my thoughts that were on paper to digital.
  - Invision for UX/UI, functionality, user flow and design to get my app ready to show to potential co-founders.
  - Bubble.io to see if this can be created using a low/no-code solution.
- Met with interested prospective co-founders.

### SmithBucklin Corporation

Chicago, Illinois

2014-2020

#### **Technology Manager**

- Spearheaded initiative to launch our first app, successfully launched: March 2019:
  - Kick off, analysis, UI Design, testing, launch and future enhancements/fixes, development timelines.
- Turned just under \$100,000 in annual fees into \$150,000 revenue .
- Negotiated discounts allowing an increase in ROI and recover costs 50% faster.
- Overhaul logistics operations and procedures: : equipment, shipping, team travel schedules:
  - Oversaw ~60-70 events annually, multiple concurrent events/projects.
  - Traveled to client events domestically and internationally.
  - Maintained staffing/travel schedules and expenses via Concur.
  - Mentor and train IT Events team.
- Streamlined processes and implement procedures between IT Events and Helpdesk regarding broken equipment.
- Develop strong cross-functional relationships with internal and external teams, including client executives.
- Worked with a variety of CMS systems and vendors.
- Used SQL to verify integrity of data passed via third-party APIs.
- Interacted with all levels of an organization from new hires and volunteers to Board of Directors and C-level.
- Established working relationships with vendors, clients, members of the board and event attendees.
- Negotiated fees and manage third-party vendors on behalf of SmithBucklin clients to ensure contractual goals were met and needs fulfilled.
- Matched technology solutions to client needs and delegate tasks and projects to appropriate IT resources.
- Identified high-level client requirements, associated business cases and provide cost/benefit analysis.
- Identified potential gaps in our system / design, worked with development team to resolve internally.
- Assisted with new business acquisitions, by providing technology expertise and consulting as needed in areas related to technology and events.
- Sought out opportunities to grow the business; network with clients on-site.
- Researched emerging technologies to improve our products and services.
- Served as Corporate Teamwork Projects Trainer across five offices.
- Implemented use of FreshDesk across the IT Events team and helpdesk.
- Mentor, train and develop colleagues and new hires.

**Oracle | Responsys**

Chicago, Illinois

2013–2014

**Sr. Technical Support Engineer**

- Interacted daily with cross-functional teams such as web services, product support, and application development.
- Analyzed, tracked and resolved customer issues in a prompt manner to ensure that the highest level of client satisfaction is achieved.
- Tracked completion of work and various metrics via Salesforce.
- Identified alternate solutions when necessary and communicate them to customers.
- Created knowledge base articles for both internal and customer-facing solutions and provided training.
- Set up and documented troubleshooting procedures for new product features.
- Managed escalated cases and track to resolution, including product enhancements and reporting defects.
- Became the subject matter expert on the Responsys Interact Suite, using SQL scripts and Unix commands to investigate issues.
- Trained new engineers and identified new training opportunities, both internally and customer-facing.
- Managed work queue/case load — personal queue as well as for newer team members.

**Aon Hewitt**

Lincolnshire, Illinois

2011–2013

**Systems Analyst/Web Setup Configuration Specialist**

- Managed multiple clients with monthly and quarterly updates and full system implementations.
- Built, tested and migrated sites according to schedule with 100% success rate, including mobile-friendly applications that incorporate responsive design.
- Migrated sites through lifecycles and ensure proper testing has taken place between migrations.
- Worked with cross-functional teams in various international locations to set and meet milestone dates.
- Gathered, analyzed, and validated data in XML and XSLT, while preparing the system for production.
- Worked with offshore teams to setup ETL processes and procedures.
- Worked with customer and third-party vendors to obtain properly formatted data and test ETF.
- Assigned strict deadline-oriented tasks to various internal teams, including offshore teams in Canada and India.
- Created and updated client documentation according to departmental standards.
- Onboarded and trained new hires in team processes, acronyms and documentation.
- Created new process focusing on efficiencies and proper testing procedures.

**SmithBucklin Corporation**

Chicago, Illinois

2006–2011

**Application Support Specialist/Application Trainer**

- Consulted with senior management on a monthly basis — regarding updates on rollouts and the new training department.
- Provided strategic direction for help desk and implement best practices to provide service while empowering customers.
- Resolved client technology issues via the phone, email and in person — researching and removing malware, spyware, hardware/software support, researching Windows update integration issues.
- Managed scheduled testing of various applications and end user impact while rolling out Windows and Office.
- Interviewed, onboarded and mentored helpdesk staff on processes and procedures including phone and email etiquette.
- Created a training department — focused on improving skills of current staff and aligning them with client requests/requirements.
- Lead Technical resource on a successful multimillion dollar corporate accounting and time management system.
- Setup HRIS testing and rollout schedules alongside Project Manager.
- Served as sole support for all accounting needs — configured testing machines, resolved issues that arose during testing phase, created installation/training documents, and kept up with troubleshooting and training post-installation.
- Created test plans for third-party applications that were to be fully integrated into our existing system.
- Worked closely with internal and external teams to maintain schedules and track deliverables.
- Updated client websites using HTML and CSS
- Served as a technology expert at 11 conferences.

**Education**

**Masters of Science:** DePaul University  
**Bachelor of Arts:** Columbia College

*Information Systems Security*  
*Interactive Multimedia*

Graduated: 2007  
 Graduated: 2001