

APRIL GARCIA

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Professional Summary

CUSTOMER SUCCESS SPECIALIST

Strategic and results-driven Customer Success Specialist bringing over 17 years of experience in client account management, post-sales support, customer integration, onboarding services and technical support. Brings a proven record of accomplishment of success in high-level customer engagement, customer retention, customer satisfaction, renewals, while consistently meeting customer service goals. A valued team leader who builds positive, longstanding relationships with customers and team members alike, while facilitating vital training and mentorship.

Delivers a forward-thinking approach to improve business practices, customer support processes, and problem resolution that leads to creative solutions, higher productivity, and overall customer success.

Bilingual in English and Spanish

Work Experience

Sales Coordinator | Customer Service Support

ARO (Alpine Research Optis)-Boulder, CO
February 2024 to Present

- Acted as a liaison between sales teams and clients to ensure seamless communication and satisfaction, streamlining post-sale processes.
- Assisted in preparing detailed sales reports and presentations for management review, leveraging CRM tools to track performance metrics.
- Coordinated the execution of sales strategies, including cross-departmental collaboration for successful implementation.
- Managed client information, contracts, and documentation, maintaining a high level of accuracy and confidentiality.
- Scheduled and monitored sales meetings, ensuring alignment with team objectives and client expectations.
- Supported pricing and promotional activities by providing up-to-date market insights and recommendations to the sales team.
- Enhanced client retention through the development of tailored follow-up strategies and proactive issue resolution.
- Promote customer satisfaction by working with the sales and product engineering team to resolve product issues due to delivery of damaged/rejected parts or late deliveries.
- Process returns for material authorizations.
- Assisting with various aspects of the sales process, such as creating quote proposals, preparing purchase orders to convert into a final sales order.
- Coordinating with Sales Engineer, Product Engineer, Production Control Manager to complete the RFQ process in a timely manner.

Sr. Client Integration Specialist (SaaS,) | TAM | CSS

SKUPOS-Denver, CO
October 2018 to September 2023

- Point of contact for all escalations regarding the clients' technical and non-technical issues in account management regarding Skupos solution.
- Subject matter expert in Skupos SaaS utilization, implementation, integration, and onboarding.
- Post sales client account management support, customer renewals/upselling and customer experience.
- Pre-sales consulting regarding integration and project management for installation.
- Knowledge of POS configurations such as Gilbarco, NCR, Clover and Verifone with or without fuel stations.
- PCI and EMV compliance knowledge for POS Networking, hardware and software and payment devices.
- Troubleshoot all technical and connectivity issues regarding Backoffice software, desktop support and POS hardware such as register, cash drawers, payment devices, POS monitors/screens and fuel pumps.
- Remote support experience from user to end user. (TeamViewer, Bomgar, Anydesk, LogMeIn)
- B2B collaboration; integration, communication, and service delivery support.
- Train and mentor new and existing co-workers.
- Build and maintain client relationships, provide solutions, training, and recommendations to avoid churning.
- Work closely with the Sales and Account management team to provide updates on integration, onboarding client feedback or concerns.
- Report and provide feedback to the product engineering team when a documented process is not working or if a bug in the software is found.
- Create and update process documentation.
- Share account details with all stakeholders such as Sales, Account Managers and product team regarding issues and updates via Salesforce, chat, email, and phone.

Sr. Product Support Specialist

PAR TECHNOLOGY-Boulder, CO

February 2017 to September 2018

- Provide technical support for Par's SaaS applications and features in the Punchh marketing platform.
- Record all customer interactions via the ticketing system.
- Investigate and troubleshoot technical issues at the application level related to the Punchh SaaS platform.
- Provide first-level problem solving for POS hardware and software, such as POS, credit card machines, printers and coin dispensers, drive through screens and infrared food thermometers.
- Use service management systems to gather and maintain service incident data.
- Contribute to the KCS knowledge management system to assist in training and to update processes.
- Work closely with product and technical engineers when an escalation is needed.
- Perform customer service administrative tasks such as tracking orders and placing new orders.
- Exercise sound judgment and analytical skills to complex technical issues.
- Work with moderate supervision.
- Worked closely with internal teams and management and field engineers when reporting software/hardware bugs.
- Provide onboarding to new and existing clients to optimize utilization of PAR's hardware and software.
- Own the relationship of the client, while organizing the clients' needs.
- Adhere to SLA.

Customer Success Specialist | Account Manager (Cloud Storage Subscription Service)

VMWARE, INC.-Broomfield, CO

March 2013 to February 2016

- Post-sales support, provide onboarding and utilization data to assist the customer with project engagement.

- Build strategic relationships/partnerships.
- Advocate for customers and provide proactive and reactive support.
- Maintain a detailed understanding of products and services.
- Establish clear retention goals and process milestones for the client.
- Provide feedback to the upper product and marketing team.
- Upsell products to the client to maximize the performance of their platform/software or hardware.
- Develop and manage client relationships to retain revenue, offer insight and tips on how to use features and troubleshooting.

Customer Success Manager for Federal Enterprise Software Product Licensing

ADVANTAGE RESOURCING @ VMWARE-Broomfield, CO

February 2012 to May 2013

- Handled customer queries via email, phone and the ticketing system and promptly escalated all priority 1 issues to the Escalation Engineer.
- Worked directly with internal teams such as the sales, order, billing, technical teams, and third-party vendors to rectify discrepancies related to the customer portal, contract, and license usage.
- Supported post sales, up-selling new product versions and support to customers who did not have a valid support contract or the right version of a product license to be compatible with their solution.
- Instrumental in establishing a federal account of over 1600 licenses with sales support.
- Provided licensing and product support to the Federal Enterprise sector.
- Worked closely with the Account Sales Rep to ensure the proper amount of license is available for the client.
- Initiate communication with channel (third party) partners.
- Trained new team members on new processes, and how to update outdated processes.
- Educate and train customers in how to manage usage of licenses within the customers platform.

Sr. Customer Desktop Support

MAXIMUS-Denver, CO

October 2007 to February 2012

- First point of contact for all technical needs related to internal and external employees.
- Delivered client support within a call-center environment focused on troubleshooting, resolution, and escalation, for desktop, security, network, and telecom support.
- Collaborated with IT teams to prevent system outages.
- Analyzed customer PCs and networks to recommend products and services.
- Troubleshoot all aspects of technical support such as hardware and software for desktop, server, database, network, and telecom connectivity.
- Provide password resets for domain and web services.
- Reimage, reconnect and/or replace PC's hardware; telecon devices, cell phones, printers, and
- Provide recommendations for tools, processes, and business improvements.
- Advocated for IT teams and addressed security breaches.
- Report disaster outages to employees and management.
- Work on an on-call shift for after-hours support.
- Customer communication via phone, email, or chat.
- Create new and update department documentation.

Education

Math and Science (Associate degree)

El Paso Community College

Skills

- CRM Databases
- Team Leadership
- IP Proxy
- Remote Desktop Protocol (RDP)
- Integration and Onboarding
- POS knowledge on Gilbarco, Verifone, Clover and NCR configuration and integration networking
- Customer Support
- Email/Chat and Virtual Communication
- Daas
- Order Processing
- Point of Sale (POS) Systems Networking
- Account Management
- Data Entry
- PCI and EMV knowledge
- Active Directory
- PowerPoint
- Post-Sales Support
- IaaS
- Web Services
- Communication
- Subject Matter Expert
- CRM, ERP and Salesforce
- B2B Support Salesforce
- Python
- Internet Protocol Suite
- Backoffice networking and configuration support
- Technical/Product Support
- XML
- JavaScript
- Virtual Private Network (VPN)
- MNSP protocols
- SaaS
- Technical Support/Troubleshooting
- MS OS
- Customer Advocate
- Project Management Consulting
- Relationship Building
- POS Payment Credit Card or Debit Devices (MX915) (Ability to effectively communicate with the customer in non-technical verbiage fluently and in writing.)

- LAN-WAN
- SLA and Project Management
- Renewals and Retention
- B2B Support and Communications
- MS Office
- (TCP/IP)