

Remy Zotz Romano

Customer Solutions Engineer

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Summary

Results-oriented and detail-driven Customer Solutions Engineer with over 15 years of experience in delivering frontline software and service support by crafting customer-focused solutions. Specialized in providing solutions leveraging existing technologies, integrating software solutions, and developing new tools to resolve customer issues. Proven track record of exceeding and predicting customer needs.

Over 10 years of Learning and Development experience with a focus on quality, training, and associate management. Adept at collaborating with cross-functional teams to deliver high-quality solutions. Strong analytical and problem-solving skills. Well-versed in current technologies, trends and programming languages such as JavaScript, Python, Angular, React, MongoDB, and Docker.

Skills

- **Tools/Technologies:** Docker, Jira, VS Code, LDAP/Active Directory, SSO, Networking, Full-Stack processes/flows
- **Programming Languages:** Js/Ts, Python
- **Web Development:** HTML, CSS, JS, React
- **Database Management:** SQL, MongoDB
- **Problem Solving:** Troubleshooting, Debugging, Process Optimization
- **Soft Skills:** World-Class Customer Focus, Organizational Proficiency, Team Collaboration, Adaptability, Critical Thinking

Experience

Dec 2022 – Dec 2023

SENIOR SOFTWARE ENGINEER CONSULTANT | Encounter AI, Oakland, CA

- Developed AI Voice ordering platform features and intra-network communication standards using JS, Python, MySQL, FastAPI, and Uvicorn
- Developed Full Stack User/Admin account management UX/UI, including a custom Security Hardened User Registration/Authentication flow
- AI Agent Hardware provisioning and installation liaison
- Designed AI Agent UX components and iterated features based on client needs

May 2019 – Dec 2022

SENIOR TECHNICAL SUPPORT ANALYST | Jigsaw Interactive, Atlanta, GA

- Provided direct end-user and organization training and support of real-time audio/video streaming interactive learning-focused SaaS platform
- Deep analysis of user events via logging, traffic analysis, and real-time system stats
- Provided API/LTI, WebRTC, DNS, Networking and browser troubleshooting assistance on Windows and Mac with all major Evergreen browsers
- Assisted in design, development, testing, and implementation of platform features, Identifying/replicating bugs, reporting to Development team using Assembla/Jira; testing Dev, UAT, Stage, and Production bug fixes
- Building and generating complex reports and dashboards for customer and internal use
- Administrator for Zendesk CRM and optimized department workflow based on real-time and in-depth analyses of current operations and emerging technical options

Jul 2015 – Dec 2018

ENTERPRISE SERVICES LMS PERFORMANCE ADMIN | Afni, Bloomington, IL

- Led the dedicated LMS Support team as its Lead Administrator
- Developed training content and managed external requests to optimize user adoption of the portal
- Served as the primary point of contact for Cornerstone support, addressing complex issues related to content, user profiles, permissions, and vendor inquiries
- Designed custom Performance Management Processes using advanced Cornerstone Performance modules
- Managed the Annual Performance Review process and developed UI enhancements
- Engineered custom HTML/JS solutions within the Cornerstone portal to expand its capabilities
- Implemented efficient processes for accessing analytical data and customizing reports for training and performance trend analysis

Jul 2010 – Jul 2015

QUALITY CONSULTANT | Afni, Bloomington, IL

- Designed training programs that promoted positive behaviors and improved team performance
- Analyzed automation issues, developed solutions, and implemented process improvements, driving efficiency gains and reducing downtime
- Provided high-quality feedback throughout the development lifecycle, ensuring project success and team growth
- Facilitated productive meetings to keep stakeholders informed about updates, changes, or policy adjustments
- Developed comprehensive application testing processes, ensuring software quality and reliability
- Proactively identified and addressed potential quality issues, minimizing their impact on production
- Ensured compliance with production work order specifications by enforcing control procedures and verifying product quality
- Crafted clear, concise reports that informed management decisions, leveraging QC information to drive business growth

Nov 2007 – Jul 2010

CUSTOMER SUPPORT REPRESENTATIVE | Afni, Bloomington, IL

- Provided customer service and technical support to the customers of several major Wireless and Fixed line Telecommunication companies
- Developed and delivered second-line support methods to help customer facing representatives deliver faster and more accurate assistance
- Provided Internal Help Desk support to de-escalate customer interactions
- Developed processes for an internal collections team focused on resolving delinquent third-party Home and Auto Loans

*Experience prior to 2007 available on request