Antonio Clemente

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📍 Greater Philadelpha Region

Skills

- Customer Service
- Leadership
- Communication
- Problem Solving
- Diplomacy
- Empathy
- Trust
- Emotinal Intelligence
- Vision

Other Skills

- Publishing Systems
- Project Management
- Quality Assurance
- Adobe Creative Cloud Applications
- HTML/CSS
- Mac OS, Windows, Linux
- MySQL basics

Education

Rutgers The State Univeristy of New Jersey
2002 - 2007

Acheived a Bacholers' of Arts degree and majoring in Digital Media / Graphic Desgin.

Professional Summery

I am a seasoned professional specializing in customer success. In my recent roles, I've spearheaded the transition of our support team and company from traditional on-premise support to cloud-based SaaS support, enhancing efficiency and scalability while implementing robust bug prioritization processes and transitioning to data-driven KPIs for first reply and full resolution times which have been pivotal in driving customer satisfaction and retention.

Furthermore, I excel in triaging customer feedback and critical incidents, ensuring prompt resolution and proactive engagement with our valued partners across the Americas and beyond.

In addition to my customer success management expertise, I bring insights into product management and quality assurance, bridging the gap between end-user expectations and development realities. Collaborating closely with product teams, I provide valuable input on user experience, bug testing, feature development, and future planning. With a deep understanding of the software development life cycle, I thrive in the dynamic and fast-paced environment of software development, consistently delivering results that exceed expectations.

Work History

WoodWing Software

Customer Support Manager
July 2022 - Present

- Track performance of staff against support KPI's
- Motivate Support team members to optimize Customer Support
- Track progress of tickets and development cases
- Oversee and manage support escalations for NAM region
- Manage and delegate team projects
- Build out internal and external knowledge base
- Generate as-needed client-specific metrics and reports
- Communicate escalated software defects and enhancement requests

Technical Account Manager
May 2020 - July 2022

- Main technical point of contact for assigned customers
- Maintain awareness of movement on all open customer requests/issues
- Coordinates and organizes complex tasks and small projects
- Internal and external path of escalation
- Know technical details of customers architecture, environment, automation and workflows
- Maintain advanced functional and technical knowledge of products
- Make recommendations on best practice, features and configurations
- Serve as a customer advocate
- Host periodic checkpoint and status calls with customers/partners

Support Consultant
October 2019 - May 2020

- Install, configure and maintain software on all supported platforms
- Respond in writing and verbally to customer support issues
- Document, track, and resolve technical issues
- Efficiently troubleshoot, research and test software and workflow issues
- Communicate with internal analysts, engineers, and administrators
- Communicate defects and enhancements to engineers
- 24/7 on-call duties

Managing Editor Inc.

Solutions Specialist, Trainer, Quality Assurance
July 2011 - December 2018