Ryan Aiken

Client Success Specialist │ Technical Support Professional

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PROFESSIONAL SUMMARY

Client Success Specialist with 4+ years of technical support experience serving both enterprise and solo business clients. Proven track record of handling 10,000+ customer interactions while maintaining quality standards. Strong background in troubleshooting, team leadership, and cross-functional collaboration. Licensed private pilot. Software Developer.

EXPERIENCE

Client Success Specialist | Spectora | Denver, CO   *December 2023 - Present*

- Provided technical assistance via phone and instant messaging using Intercom platform
- Successfully managed 10,000+ conversations, calls, and product demos for diverse clientele ranging from solo business owners to enterprise accounts
- Communicated info between product, sales, and development teams to ensure seamless customer experience
- Maintained high customer satisfaction ratings through expert technical guidance and solution-oriented support

Help Desk Technician | IBM | Boulder, CO   *December 2021 -September 2023*

- Developed and implemented technical solutions for two distinct client accounts
- Delivered exceptional customer service through multi-channel support (phone and messaging)
- Performed remote device access and troubleshooting to resolve complex technical issues
- Selected for Quality Assurance team responsible for reviewing calls and ensuring adherence to service standards

Supervising Trainer | FedEx | Broomfield, CO   *July 2020 - April 2021*

- Supervised comprehensive training programs for all new hires
- Implemented multi-position cross-training initiatives that improved team flexibility and efficiency
- Consistently met company shipping quotas through effective team coordination and leadership
- Mentored new employees on operational procedures and safety protocols

EDUCATION

Bachelor of Science | Middle Tennessee State University | Murfreesboro, TN | 2020

Master of Computer Science | Georgia Tech | Atlanta, GA | 2024 - Current

CERTIFICATIONS & CLEARANCES

Private Pilot License with Instrument Rating | Western Air Flight Academy | 2019-2021

Confidential Security Clearance | IBM | 2021-2023

TECHNICAL SKILLS

Programming & Development:

Python, HTML/CSS, JS, Node.js, Express, C, C++, Unity Game Engine, gRPC, Protobuf

Cloud & Infrastructure:

Amazon Web Services (AWS), Postgres

Customer Support Tools:

Intercom, Remote Desktop Solutions, Slack, Hubspot, Avaya, GitHub, Teams, Linear, Zapier, Twilio, Sendgrid

Industry Knowledge:

Aerospace, Technical Support, Software Development

PROJECTS

Python Automation Toolkit for Video Game

Developed script toolkit featuring auto-clicking and image recognition capabilities. Streamlined repetitive tasks and improved operational efficiency.

Unity Local-Multiplayer Game

Created local-multiplayer game using Unity engine. Demonstrated proficiency in game development and user experience design.

Pet Adoption WebApp

Built an adoption center webapp that utilizes JS, nodejs, Express, and postgres.

gRPC Distributed File System

Developed a DFS using C++, gRPC, and protobuf in order to support concurrent requests from many clients.

REFERENCES

Michael Pereira (Fedex Manager)

985- 789-3682

Trevor Piccard (Flight Instructor)

615- 948-9579

Amber Johnson (IBM Supervisor)

423-457-5479

Stephanie Woodward (Spectora Lead)

stephanie@spectora.com