



Zach Pollack

Operations Manager + Technical Analyst + Program Manager

PERSONAL VIEWPOINT

A short introduction to me

Bringing together skills across the spectrum of Customer Success, I am a dedicated and driven operations manager with expertises in technical analysis, data driven problem solving, and intelligent process improvement. Fast paced, data centric environments push me to produce my best work. I am always open to conversations about new opportunities and I would encourage you to check out my resume to see if your organization could benefit from my experience, skills, and perspective.

EXPERIENCE

Customer Success Operations Manager / [Experience.com](#) Oct 2021-Present

Constant analysis of customer success program performance using early indicators of decisive client action to evaluate customer telemetry. Manage the delivery and methodology behind the the customer lifecycle through maintaining the the timing and touch methods right for each situation. Develop opportunities for improvement across the organization by identifying critical acceptance criteria. Coordinate cross functional process to help drive attainment of department goals. Management of resources and people to enable every member of the organization the opportunity to achieve their goals. Management of customer success organization tools and systems to ensure a high level of cleanliness, usability, and power to the mission. Design and deploy scalable strategies for data hygiene, process compliance, and policy frameworks. Drive scalable automation and efficiency improvements across the organization. Support the broader customer success organization teams to address client needs and ensure customer delight.

Manager, Data Ingestion / [Experience.com](#) Jan 2021-Oct 2021

Responsible for the day-to-day operations of a large scale data ingestion program including new client onboarding, vendor relations, support resolution and data reporting. On occasion providing consultation to product and engineering teams on new enhancements and bug resolution. Technologies in use include REST APIs, FTP flat file exchanges, Amazon Web Services tools including Redshift, S3 Buckets, and EC2, in addition to a standard software management tool stack. Additional duties include data reporting and analysis using Redshift and a range of BI tools, process improvement and documentation, and organizational training.

Application Specialist, Deployment / [PowerSchool](#) Jan 2019-Jan 2021

As an application specialist I had the opportunity to work with customers(director level school district administrators) across a range of sizes from under 10,000 students upwards of 250,000 students. I worked with these clients to understand their requirements for our products, configure the application to their needs, troubleshoot technical issues, and create custom reporting. The bulk of my work and focus was in project management process and technical enhancement. I worked on developing new project plans and methods for implementing PowerSchool solutions and spearheaded initiatives to move back-end technical processes into graphical interfaces. Technologies used include SQL of various flavors, Microsoft Server tools, HTML, XML, JS, along with a standard stack of tools.



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Technical Analyst + Program Manager

EXPERIENCE continued

Customer Success Manager, On site / PowerSchool

May 2018-Jan 2019

Worked on site with a new enterprise size client to oversee the successful implementation of PowerSchool products. This position was originally designed to take 1 year to complete the goal of a successful implementation and roll out but I was able to accelerate the timeline and still provide a successful roll out. Worked daily with stakeholders across the school district to gather requirements, convert those requirements to configuration changes or enhancements, and train a wide user base on the customized platform. Our training and roll out included individualized training by each user's role with separate training and resources created for end users, administrative users, and help center staff. By the end of my tenure with the client, they were a top performing client equipped with all the tools to remain successful on their own.

Customer Success Manager / MajorWise

Oct 2017-May 2018

Led the initial ideation and creation of a Customer Success Program. Worked with tools like Zendesk and Intercom to build customer facing resources and a portal for support ticketing. Designed gap/SWOT analysis process for other CSMs to use for client analysis. Designed a suite of Zendesk automations and macros to ease support teams in case resolution.

Experience prior to Oct 2017 available upon request

SKILLS

SQL



HTML / CSS



REST APIs



Zendesk



Salesforce



MS Office Suite



Monday.com



SmartSheet



Project Management



PERSONAL DATA

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