Tayler Wright
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Summary:

Customer-focused and adaptable professional with a background in computer science, specializing in client success, data analysis, and process optimization. Experienced in working with CRM systems, improving customer adoption, and delivering data-driven insights to enhance product usage and satisfaction. Proven ability to manage client relationships, solve problems independently, and communicate complex technical concepts to non-technical audiences. Skilled in leveraging SQL, JavaScript, and CRM systems to drive operational efficiency and client success. Passionate about delivering value through effective solution adoption and strategic business reviews. Seeking to contribute my expertise in customer success and technical innovation to a dynamic team at Litera.

Technical Skills:

- SQL, HTML, JavaScript, Critical Thinking, customer relationship management (CRM) system, Time Management, Proficient in Microsoft Office Suite Word, Excel, PowerPoint, Outlook), Teamwork, Detail-Oriented, SaaS, Agile, oral communication skills

Employment History:

T& N Services and Solution, Washington, D.C
Intake Specialist   May 2023- Present
- Implemented a CRM system to centralize client information, achieved a 30% reduction in data entry errors, resulting in increased efficiency.
- Designed and implemented a streamlined data intake process, reducing errors by 20% and improving data retrieval efficiency.
- Worked closely with clients to address questions, provide updates, and manage expectations throughout the project lifecycle.
- Introduced a standardized requirement gathering template that reducing miscommunication and improved project clarity, resulting in a 20% decrease in development rework.

Mobalytics Extern, Remote
Gaming Market Research & Analytics Extern   February 2024- April 2024

- Conducted in-depth market research to identify emerging trends and competitive landscapes in the gaming industry. Utilized various methodologies including surveys, interviews, and secondary research to gather relevant data.
- Participated in weekly cross-functional meetings to present findings and recommendations, contributing to the launch of new features that increased user satisfaction by 20%.
- Conducted a competitive analysis of top gaming titles, identifying key market opportunities and informing strategic product roadmap decisions.
- Prepared and delivered presentations to stakeholders, highlighting key findings and strategic recommendation.
- Actively participated in brainstorming sessions and strategy meetings, providing valuable input and contributing to the innovation of new product features and marketing initiatives.

Indeed Inc, Austin, TX
Client Success & Sales Strategy Intern   May 2022-August 2022
- Participated in client meetings and provided insights on product features and pricing strategies, resulting in a customer satisfaction rate.
- Provided valuable supported to the customer success team by creating and maintaining clients' profiles, as well as tracking their interactions through visually engaging dashboards powered by salesforce, demonstrating the data in action.
- Analyzed sales data and identified opportunities for upselling and cross-selling to existing clients, resulting in a 12% increase in revenue during in a 6-month time framed.
- Customized sales presentations and performed reported for the clients to recommends to the client's utilization of indeed services.
- Conducted research to identify pain points and needs of the clients, which included showing visual data comparing them to their competitors. As a result, I developed a new sales pitch that increased conversion rates of Indeed's services by 20%.

Education:
  Coppin State University, Baltimore, MD
  Bachelor of Science - Computer Science
- Dean's list, GPA: 3.5/4.0
- Oracle Cloud Data Management 2023 Certified Foundations Associate
- Oracle Cloud Infrastructure 2023 Certified Foundations Associate

Awards And Recognitions:

- Member of the National Society of Leadership and Success, 2022-Present
- The Computer Science department announced that the Keep Clean App was the first app to be developed throughout Coppin State University.