



Staci Davis

SUMMARY

MBA graduate with work history in customer service, account and project management specific to custom software and technology services.

PERSONAL DETAILS

Address

20 White Tail Run
Hopkinton NH, 03229

CONTACT

✉ staci.goodenough@gmail.com

☎ 603-313-1203

WORK EXPERIENCE

● Program Manager, Technology

ADRENALINE AGENCY

Program lead responsible for all technology based client implementations. Worked with stakeholders to bring custom technology, including hardware and software to market. Maintained quota and ensured product continued to meet client expectations.

● Project Manager, Software

ADRENALINE AGENCY

Managed custom software solutions. Worked closely with product manager, sales staff, and external clients to deliver custom software product. Managed product development for existing clients.

● Sr. Customer Service Manager

NEW ENGLAND DOCUMENT SYSTEMS

Managed incoming customer service inquiries and provided solutions in a timely manner. Built relationships with customers by providing outstanding support. Demonstrated ability to maintain up to date knowledge of company products and services. Managed team at Sr level.

● Project Manager, Software

BLUE CREEK SOFTWARE

Managed business to business software implementation projects. Directed team to meet project objectives. Maintained a commitment to delivering a quality product and customer service while maintaining technical guides and on going proposals. Lead in status meetings.

● Customer Service & Process Improvement Specialist

NEW ENGLAND DOCUMENT SYSTEMS

Provided customer service and support to the mailroom. Initiated process improvement projects and management.

● Mailroom Specialist

NEW ENGLAND DOCUMENT SYSTEMS

Processed accounts payable invoices accurately and efficiently. Managed data entry and reporting.

● Pharmacy Technician

BEDFORD PHARMACY

Received and verified prescriptions. Prepared medications, kept close interaction with prescribers. Responsibilities included validating patient information, processing orders, and maintaining inventory.