



Christopher M Rubano

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/cmrubano

Profile

Multifaceted professional bridging the divide between design, service, retail/hospitality, and technical fields.

Able to listen to needs, interpret wants, and provide recommendations based on robust experience and knowledge.

Deeply interested in troubleshooting, consulting, and producing documentation & technical communication.



Work Experience

Senior Signature Support Engineer

Salesforce.com, Inc.

05/2017 - Present | Indianapolis, IN

- Consult with high-value (high AOV) clients on marketing strategy & platform capabilities
- Rapidly learn bespoke customizations, and troubleshoot complex technical issues
- Lead weekly status meetings & quarterly business reviews
- Implement detailed technical documentation for account management
- Mobilize & collaborate with multiple technical & client-facing teams to ensure emergent client issues are handled with utmost care and attention

Training Specialist

Salesforce.com, Inc.

07/2015 - 05/2017 | Indianapolis, IN

- Designed top-flight multimodal training to Support (CSG) organization
- Identified general trends in Support cases and designed curriculum to enhance departmental knowledge & training
- Developed and lead in-person (AKA instructor-lead) training opportunities for over 150 new hires across the globe (AMER, EMEA, & APAC)

Premium Support Analyst

Salesforce.com, Inc. (formerly ExactTarget)

06/2013 - 07/2015 | Indianapolis, IN

- Troubleshot complex software issues and customized data solutions for the Salesforce Marketing Cloud platform
- Ensured an unparalleled level of customer satisfaction for high-value clients

Support Analyst / Tier 1

Salesforce.com, Inc. (formerly ExactTarget)

08/2012 - 06/2013 | Indianapolis, IN

- Fielded inbound customer questions and resolved account inquiries
- Troubleshot technical issues
- Delivered information and client training on ExactTarget's products & services

Crew Member / Demonstration Specialist

Trader Joe's, Inc.

04/2011 - 08/2012 | Chicago, IL

- Provided exemplary customer service to patrons from diverse backgrounds
- Demonstrated superior knowledge of food, beverage, and cooking methods
- Managed inventory & coverage

Asst. Studio Mgr. / Database Specialist

Smashing Pumpkins Machine, Inc.

02/2009 - 10/2009 | Northbrook, IL

(project based)

- Implemented database of studio equipment
- Set up and dismantled recording equipment (AKA "Load In" and "Load Out")
- Managed studio in the absence of Studio Manager
- Oversaw maintenance of equipment and facilities

Technical Support Representative

Computerworks of Chicago, Inc.

11/2007 - 10/2008 | Chicago, IL

- Resolved technical issues for a proprietary POS & inventory software
- Assisted independent small business owners & college bookstore staff
- Consistently achieved the highest customer satisfaction ratings in the department

Restaurant + Hospitality Industry

Various Employers

10.2003 - 06.2007

- Supervisory duties, cash control, opening and closing duties
- Ensured the efficiency of fast-paced cafe & restaurant environments
- Regularly exceeded customer expectations



Education

Bachelor of Fine Arts, Illustration

Northern Illinois University

1998 - 2004 | DeKalb, IL

Certified Email Specialist

Salesforce, Inc.

2016 - Present | Indianapolis, IN

Certified Email Consultant

Salesforce, Inc.

2019 (Expected) | Indianapolis, IN