

John Bloome

Chicago, IL 60640

Technical Account Manager

Technical Account Management | Financial Technology | Application Support | Data Integration | API Troubleshooting

PROFESSIONAL SUMMARY

Accomplished Technical Account Manager and Technical Support Engineer with a proven track record of evolving and adapting across Finance, FinTech, Delivery Orchestration, and Conversational AI technology environments. Leverage progressive expertise in Customer Success, Customer Support, and Technology Account Management functions to stabilize accounts, drive customer satisfaction, and resolve complex technical challenges under pressure. Leads major incident response and accelerates resolution by optimizing internal processes and enabling cross-functional collaboration to maintain service reliability for enterprise clients.

- **Strategic Client Engagement** – Serve as the primary technical liaison for top enterprise clients, aligning on roadmaps, clarifying service level agreements, and converting high-risk accounts into referenceable customers.
- **Complex Technical Resolution** – Troubleshoot complex issues across API-driven platforms, SQL, and integrations using tools like Kibana and Postman to accelerate root-cause identification and restore service continuity.
- **Operational Excellence & Process Optimization** – Direct incident responses, coordinate communication across affected brands & engineering, and implement corrective processes to reduce downtime & enhance brand confidence.

AREAS OF EXPERTISE

Enterprise B2B Support | API & SaaS Troubleshooting | Cross-Functional Collaboration & Communication | Customer Success | Customer Retention | SLA Management | Incident Management | API Troubleshooting | Escalation Management | Root-Cause Analysis | Deployment Planning | Data Integration | Performance Measurement | Strategic Customer Engagement | Stakeholder Communication | Service Reliability | Platform Stabilization | Business Continuity | Operational Efficiency

WORK EXPERIENCE

Technical Account Manager
LivePerson – Remote

April 2022 – September 2025

Served as a strategic technical liaison for top brands, stabilized at-risk accounts, strengthened trust through clear SLA alignment, and guided major incidents to maintain service reliability and brand confidence.

- Facilitated resolution of critical issues by serving as the primary liaison between top brands and internal teams, improving responsiveness and customer satisfaction. Utilized Salesforce to track and advance ongoing cases, accelerating resolution timelines and enhancing transparency across stakeholders.
- Engaged weekly with top brand leaders to align roadmaps and address platform performance, strengthening strategic relationships and ensuring service reliability. Delivered weekly updates to clients and internal leadership on key concerns and planned maintenance, improving alignment and proactive issue management.
- Managed major incident responses by coordinating Zoom bridges with affected brands and relaying real-time feedback to engineering teams, reducing downtime and improving resolution efficiency.
- Converted a high-risk account into a referenceable customer by stabilizing their platform experience after inheriting a relationship at risk of churn. Improved communication and resolution expectations with a dissatisfied customer by clarifying service level agreements, reducing friction and strengthening brand trust.

Technical Support Engineer
Bringg – Chicago, IL

January 2019 – April 2022

Delivered advanced enterprise-level support in high-pressure environments, troubleshooting complex API-driven platforms, guiding customers through outages, and driving swift escalations to sustain business continuity.

- Delivered timely, comprehensive solutions for technical issues across the platform and services, reducing downtime and improving customer satisfaction. Troubleshot complex, operationally critical environments under high-pressure

conditions, restoring stability and minimizing service disruption.

- Experienced in process-oriented case management – updating tickets, communicating status to customers, and escalating critical issues to engineering and operations, ensuring prompt resolution of high-priority cases.
- Utilized Kibana, Postman, and SQL to provide Tier-2 and Tier-3 enterprise support, accelerating root-cause identification and resolution of advanced technical challenges. Analyzed REST API request JSON payloads to isolate and resolve intricate issues, enhancing diagnostic accuracy and resolution efficiency.
- Enabled a major customer to remain fully operational during a critical outage by providing effective workarounds and real-time guidance through a large customer bridge. Resolved a long-standing customer issue promptly.

Senior Customer Support Manager

July 2013 – July 2018

Firm58 – Chicago, IL

Led critical customer relationships for an enterprise SaaS platform, aligning processes with evolving client needs, ensuring uninterrupted operations, and partnering cross-functionally to enhance retention and solution adoption.

- Developed and strengthened long-term relationships across the full customer base of an enterprise SaaS platform, driving satisfaction and account stability. Provided Tier-1 and Tier-2 application support using SQL, Unix, JRXML, and XSL, accelerating troubleshooting and issue resolution for business-critical functions.
- Partnered with B2B customers as a business analyst to guide product utilization and maximize value realization, improving adoption and retention. Increased customer retention and reference ability by resolving urgent issues promptly and keeping executive leadership informed on key performance indicators.
- Led onboarding and mentoring of new team members while assuming ownership of the most complex and business-critical customer challenges. Collaborated with project management teams to safeguard long-term account health while uncovering opportunities for service expansion and upsell.
- Oversaw system changes to minimize end-user disruption and implemented corrective processes to quickly address unexpected issues. Designed and integrated new data flows using Perl, Python, and Bash to convert raw customer data into XML, enhancing data quality and operational efficiency.
- Directed planning and execution of multiple customer deployments and redeployments by defining project scope, requirements, and deliverables. Monitored market and regulatory changes to shape application strategy, ensuring sustained compliance and preserving competitive value for customers.
- Maintained uninterrupted service for a key customer by updating internal processes to align with the client's revised data submission procedures. Ensured a customer's timely year-end closeout by working extended hours to guide them through a complex process, preventing delays in their December 31 deadline.

Customer Support Manager

August 2008 – July 2013

Firm58 – Chicago, IL

Supported and optimized key enterprise accounts by resolving complex issues, validating platform performance, shaping product enhancements, and enabling clients to maximize platform value through tailored guidance and training.

- Troubleshoot, prioritized, and resolved customer concerns in a timely manner, improving issue resolution efficiency and maintaining high service standards. Tested platform functionality following system upgrades to ensure all enhancements operated as intended and minimized post-release defects.
- Supported the firm's largest and most complex customer accounts, sustaining high service reliability and strengthening key relationships. Reconciled and validated GPL calculations against customer clearing data, ensuring accuracy and compliance for mission-critical financial processes.
- Aided in scoping, designing, and deploying multiple system improvements, contributing to enhanced platform capabilities and user satisfaction. Monitored and prepared customer satisfaction reports, delivering actionable insights that informed account management strategies and improved client engagement.
- Assisted in the pre-sale process by creating and presenting tailored system demonstrations, strengthening customer confidence and supporting new business opportunities. Trained new end users on application functionality and documented essential processes, accelerating onboarding and improving user adoption.

ADDITIONAL INFORMATION: CAREER JOURNEY

Along my professional journey, I discovered a fascination by how things work. That curiosity led me into technology, where impact and inquiry intersect. I evolved from success management to technical support, mastering the art of connecting people, systems, and outcomes. Today, as a Technical Account Manager, I combine business skills with technical fluency to drive client success and create a lasting impact.

EDUCATION

Illinois State University — Bachelor of Science in General Finance

TECHNICAL SKILLS

**Unix, SQL, Perl, Python, Postman, Kibana, Jrxml, and Access, CRM Platforms (JIRA, NetSuite, Zen Desk, and Salesforce)
Advanced Microsoft Excel (Pivot Tables and Macros)**