Zach
Pollack

Technical Consultant + Customer Experience Advocate

PERSONAL VIEWPOINT

A short introduction to me

Bringing together skills across the spectrum of customer experience, I am a dedicated and driven consultative engineer 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 passionate about pairing and delivering the best solutions to customers to solve every problem from simple to complex.

EXPERIENCE

Solution Engineer / **PowerSchool**   **Jan 2024-Present**

Assisted in the sales development and discovery process to re-envision the needs of prospective customers. Supported sales partners by leading technical presentations and product demonstrations showcasing capabilities and offerings tailored to customer needs. Reviewed and managed technical content and draft new content to respond to 120+ RFIs and RFPs each year. Provided responses to complex technical questions from field sales staff. Presented solutions and vision during events such as conferences and webinars. Created and delivered enablement to sales staff to enable selling cloud hosting solutions. Developed reporting and prospecting tools to build pipeline for cloud hosting solutions successfully accelerating bookings and converting self-hosted customers to cloud SaaS customers.

Operations Manager, Cloud Support / **PowerSchool**   **Jan 2022-Jan 2024**

Interfaced with various internal and external stakeholders to discuss a wide range of cloud hosting topics, including handling customer concerns about outages, procedures, policies, and performance issues to ensure customer retention. I assisted sales associates by ensuring the seamless delivery of cloud products post-sale and provided ongoing support to answer questions during and after the sales process, facilitating a smooth transition between sales, services, and support. I analyzed drivers of customer dissatisfaction with cloud-hosted products, presented findings and solutions to support leadership, and partnered with cloud operations leadership to adapt procedures in response to customer feedback. I strategized on delivering the best customer experience with PowerSchool cloud products.

Customer Success Operations Manager / **Experience.com**   **Oct 2021-Dec 2021**

Constantly analyzed customer success program performance by evaluating client actions and telemetry. Managed the delivery and methodology of the customer lifecycle with optimal timing and touch methods. Developed improvement opportunities by identifying critical acceptance criteria and coordinated cross-functional processes to achieve department goals. Managed resources and personnel to enable organizational success, ensuring customer success tools and systems were clean, usable, and mission-effective. Designed and deployed scalable strategies for data hygiene, process compliance, and policy frameworks. Drove automation and efficiency improvements across the organization while supporting customer success teams in addressing client needs and ensuring customer delight.

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Technical Analyst + Customer Experience Advocate

Manager, Data Ingestion / **Experience.com**   **Jan 2021-Oct 2021**

Managed daily operations of a large-scale data ingestion program, including new client onboarding, vendor relations, support resolution, and data reporting. Provided consultation to product and engineering teams on enhancements and bug resolution. Utilized technologies such as REST APIs, FTP flat file exchanges, Amazon Web Services tools (Redshift, S3 Buckets, EC2), and a standard software management tool stack. Conducted data reporting and analysis using Redshift and various BI tools, led process improvement initiatives, documented processes, and delivered organizational training.

Application Specialist, Deployment / **PowerSchool**   **Jan 2019-Jan 2021**

Collaborated with director-level school district administrators, serving districts ranging from under 10,000 to over 250,000 students. I partnered with clients to understand their requirements, configure applications to their needs, troubleshoot technical issues, and create custom reports. My primary focus was on project management and technical enhancement. I developed new project plans and methodologies for implementing PowerSchool solutions and led initiatives to transition back-end technical processes into graphical interfaces. Technologies utilized included various SQL types, Microsoft Server tools, HTML, XML, JS, and a standard software tool stack.

Customer Success Manager, On site / **PowerSchool**   **May 2018-Jan 2019**

Oversaw the on-site implementation of PowerSchool products for a new enterprise-size client. Originally planned for a one-year timeline, I successfully accelerated the implementation and rollout. Collaborated daily with school district stakeholders to gather requirements, translate them into configuration changes or enhancements, and train a diverse user base on the customized platform. Provided individualized training for each user role, including separate resources for end users, administrative users, and help center staff. By the end of my tenure, the client became a top performer, fully equipped to maintain their success independently.

Experience prior to May 2018 available upon request

PERSONAL
INFORMATION

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