

Jeremy Herbert

Providence RI

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[Personal Website](#), [LinkedIn](#), [GitHub](#)

PROFILE: Enterprising Engineering Manager with diverse technical experience. Excel at implementing processes and systems across a wide range of stakeholders. Experience managing software teams, running Agile processes, providing technical support, data analysis/visualization, documentation, reporting, coupled with strong communication skills and international experience.

SKILLS: AWS, Jira, HubSpot, ServiceNow, [Python](#), [JavaScript](#), [GIS](#), [Tableau](#), SQL, Windows/macOS/Linux, Adobe CC

EXPERIENCE:

Software Engineering Manager, AgEagle (2021-Present) Remote (United States)

- Ensure organization and project completion within AgEagle's multinational software team via implementation and management of Agile software development process as Scrum Master
- Identified/implemented AWS Cost Savings of >\$30,000/year on AgEagle's AWS Platform
- Strengthen product alignment across the organization via management/coordination of various teams and contractors
- Maintain efficient engineering operations by managing documentation for internal engineering processes and decisions
- Enhance customer onboarding, retention, and experience by managing custom projects, feedback, documentation, processes, and ongoing customer support mentorship
- Create solutions for sales/product (user metrics, reports, etc.) to track customer journeys and challenges

Customer Support Lead, Measure (Acquired by AgEagle) (2020-2021) Remote (United States)

- Maintained customer uptime solving software issues in the MGC drone management SaaS platform
- Provided end-to-end resolution of issues via request-management systems like Jira and HubSpot
- Ensured positive customer journeys by managing documentation, training, onboarding, and feedback across departments
- Received exemplary feedback from key customers providing complex bespoke technical solutions
- Minimized negative customer impact by spearheading contingency planning during an unplanned service outage

GIS Contractor, *Various* (2019) Melbourne, Australia

- Automated ArcGIS data management/integrity by developing Python scripts using ArcPy
- Informed planning decisions by creating environmental risk assessment reports for various AOIs
- Ensured GIS data QA by performing measurements for >1000 streets across 5 government areas
- Enhanced GIS data management skills via asset management in Assetmap GIS

Independent Student/Freelancer, (2018-2019) Indonesia/Australia

- Expanded technical experience via projects/freelancing in GIS, Python, JavaScript, Tableau, and Excel
- Raised English ability for 500+ students via tutoring with a satisfaction rating >97%

Global Experience Peer Advisor, Northeastern University (2018) Boston, MA

- Increased study abroad conversion rates by resolving inquiries in-person/digitally
- Reduced visitor wait time by developing a new sign-in system with automatic alerts
- Assisted marketing team's efforts by gathering data on visitor traffic
- Generated new prospects via content creation, and info sessions/events

IT & Marketing Developer, Synergy Efficiency Solutions (2017) Bali, Indonesia

- Increased employee uptime by maintaining IT systems and by revising operating procedures
- Generated leads/web page traffic via 8 LinkedIn Mail/Google Ad/Mailchimp campaigns
- Inspired business interest by creating innovative marketing material for website/social media
- Encouraged website visitation by reducing webpage load times by >30%

User Services Technician, Harvard School of Public Health (2016) Boston, MA

- Resolved >630 requests from 1000+ staff/students for computers, AV systems, mobile devices
- Enhanced office communication for >40 staff by introducing new messaging software
- Boosted office productivity by implementing new equipment organization procedures
- Increased classroom uptime by resolving urgent projection/software issues in <5 min

LANGUAGES: Indonesian - Good Working Knowledge

EDUCATION: Bachelor of Science, Computer Engineering, Northeastern University. May 2018. GPA 3.5/4.0
Studied abroad in UK, Brazil, and Greece