Aaditya J. Shah

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adu.shah@gmail.com Cell: 301.893.7635

SKILLS:

Programming Languages: Java, C, C++, Pascal, HTML5, SQL, PHP, VB, ColdFusion, ActionScript, XML, XHTML, DHTML, SVG, JavaScript, VB.NET, CSS3, ExpressionEngine, ASP.Net, SiteExecutive, Oracle

Operating Systems: UNIX/Linux, Windows 95/98/ME/XP/2000/Vista/7, Windows Server 2008 R2, OSX, Ubuntu

Software: Microsoft Office Suite, Flash, Dreamweaver, Director, Fireworks, Photoshop, Illustrator, InDesign, phpMyAdmin, MySQL, Visio, Visual Studio, MS Access, Eclipse, UltraEdit, FTP, HTML Editors, Sharepoint Server 2008, Sharepoint Designer, Active Directory, Remote Desktop Connection, WireShark, VirtualBox, Vagrant, Git Bash, GIT, JIRA, AHT, Drutiny, ACLI, CFCLI

Drupal: Drupal 7, Drupal 8, Drupal 9, Drush 7, Drush 8, Drush 9, Drush 10

React: NextJS, Vercel Platform, ReactJS

Hardware: Networking, IBM PC, Macintosh Environments, Peripherals, Scanners, Copiers, Fax

Other: Ability to multi-task, and handle many responsibilities

Remote Troubleshooting Skills

Excellent oral and written communication skills

Client Service

Leadership

EXPERIENCE: **Vercel**   **Raleigh, NC**

Senior Manager, Customer Success Managers - Americas   June 2021 – present
- Actively maintain and build relationships with Vercel's customers
- Developed path and trained new Customer Success Managers (CSM)
- Developed KPIs and Growth Structure for Customer Success Managers
- Developed Re-engagement Strategy for Stagnant Customers
- Developed Policies and Procedures for continuing growth and acceptance for customers
- Developed Cross Departmental Collaboration procedures and structure
- Managed a team of 13 CSMs and helped them to deliver exceptional customer experiences.
- Set, measured, and analyzed Key Performance Indicators to clearly indicate what success looks like.
- Hired and grew the CSM team to keep pace with customer demands.
- Used a CS CRM to scale the CSM function and engage the entire company in CSM activity.
- Identified further data requirements for the CRM and worked with CS Operations to enable.
- Evaluated existing processes and workflows, improving and adding wherever required.
- Coached your team through various methods to help them deliver a better service.
- Acted as an escalation point for any customers dissatisfied with the platform service.
- Worked closely with the CSE managers to consistently improve customer issue resolution.
- Forecast key CSM metrics through a variety of data analysis tools, actioning where required.
- Reported the above metrics to the CS Director and Executive leadership team on a weekly basis.
Technology used:
Languages/Web: JavaScript, TrayIO, Zapper, NextJS, Nextra, JSON Coding
Tools Used: Vercel CLI, PlanHat, Catalyst, SalesForce, HoneyComb, DataDog, PopSQL, Preset,

Acquia   **Raleigh, NC**

Technical Account Manager   April 2019 – June 2021
- Actively maintain and build relationships with Acquia's customers
- Set up recurring meetings with Acquia Customers, and ensure that they are getting full use out of their entitlements
- Provide troubleshooting and enablement on all of Acquia's products
- Provide troubleshooting and guidance on a wide variety of technical and strategic topics, including CMS best practices, development workflows, and industry best practices
- Ensure successful site launches, and maintenance
- Facilitate connections between Subject Matter Experts within Acquia and customers
- Efficiently juggle multiple requests from multiple customers facing a wide range of challenges
- Collaborate with other team members on technical and customer service challenges
- Provide guidance internally to Acquia Team Members on best practices and guidance for implementations
- Troubleshoot technical and non-technical issues that arise for customers with regards to Acquia products or the

relationship

Technology used:

Languages/Web: Drupal, PHP, HTML, CSS, Javascript, Bash, Shell, Jenkins

Tools Used: Acquia Hosting Tools, Acquia Command Line Interface, CFCLI, Acquia Dev Desktop, BLT, RemoteIDE, ACSF Tools, Drutiny, Drush, Varnish, Memcache, Solr, CloudIDE

Databases: MySQL

Platforms: Windows 10, Linux (RHEL and Ubuntu), LAMP Stack, Virtual Machine, DrupalVM, Lando, CloudFlare

State of North Carolina – Supreme Court and Appellate Court   Raleigh, NC

Senior Web Developer/ IT Support Desk Technician   August 2018 – April 2019

- Actively developed and maintained web application for the Supreme Court and Appellate Court of NC
- Help Desk support for Appellate Court and Supreme Court of NC
- Developed PHP applications for use for the Justices and Judges of the NC Appellate Court System to track and maintain active and closed Court sessions
- Custom PHP code for creating a Dynamic PDF Directory of both Court systems

Technology used:

Languages/Web: Drupal, PHP, HTML, CSS, Javascript

Databases: MySQL

Platforms: Windows 10, Linux (RHEL and Ubuntu), LAMP Stack, Vagrant Box

House of Representatives – Office of the Chief Administrative Officer   Washington, DC

Lead Senior Drupal Developer   March 2017 – August 2018

- Actively maintained and developed Drupal for House.gov, Representative, and Committee websites

- Leveraged ESRI Maps API to replace Google Maps on House.gov

- Led Development Team for House.gov Drupalization

- Maintained and patched internal House Intranet

- Developed Custom Vagrant Box (Virtual Machine) for Development Team

- Established GIT workflow

- Established Best Practices concerning documentation and ticketing

- Responsible for interviewing applicants for various IT and non-IT positions

- Development Team Lead

- Responsible for leading team to replace Google Search Appliance with Solr Search for House.gov

- Responsible for selecting Cloud Vendor to move House.gov and affiliate websites to the Cloud

- Installed, deployed, maintained, and updated JIRA and Jenkins

- Developed SSL Implementation Strategy

- Developed Web Vendor Capabilities Assessment for evaluation of potential vendors

- SCRUM Master : Duties include running the daily stand up, running the Sprint Retrospective meetings, running the Sprint Planning Meetings, running the Backlog Grooming meetings

Technology used:

Languages/Web: Drupal, PHP, HTML, CSS, Javascript, .NET, PERL

Databases: MySQL

Platforms: Windows 10, Linux (RHEL and Ubuntu), LAMP Stack, Vagrant Box

Medical Sciences & Computing – National Institutes of Health Contractor   Rockville, MD

Drupal Developer   March 2016 – March 2017

- Developed new theme for 3D Print Exchange
- Developed documentation for 3D Print Exchange website
- Actively maintained and updated 3D Print Exchange website

Technology used:

Languages/Web: Drupal, PHP, HTML, CSS, Javascript

Databases: MySQL

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Platforms: MacOSX, Linux, Apache

STEMconnector®   **Washington, DC**

Chief Technology Officer   September 2014 – March 2016

- Developed websites using Drupal

- Actively maintained websites for multiple initiatives (MillionWomenMentors.org and STEMconnector.org)

- Database administration

- Developed custom Drupal Modules

- Created Responsive Drupal Themes based

- Redesigned websites from the ground up

- Help company move forward with IT Technologies and embrace possibilities

- Developed internal IT policies

- Troubleshooted end-user issues, including but not limited to VPNs, Cisco VoIP, Cisco TelePresence, WebEx, Google HangOuts, Outlook, Gmail, Printing, Fax

- Set up Internal Protected Networks, as well as external facing Guest Network

- Wired entire new office suit for VoIP Telephony, and Data Networks

- Facilitated Technology side of Office Move

- Developed Email Newsletters using ConstantContact and Mail Merge feature of Office

Technology used:

Languages/Web: HTML, CSS, jQuery, JavaScript, Drupal, MySQL, SalesForce, ConstantContact

Databases: SQL, Oracle, SalesForce

Tools: Adobe Suite, Microsoft Office Suite, Brackets, Remote Desktop Connection, Terminal

Platforms: Windows 7, Mac OSX 10.6+, Cisco, Linux/Unix

Net E-Solutions Corporation (NETE)   **McLean, VA**

Consultant (Drupal Developer)   June 2014 – September 2014

- Developed websites using Drupal

- Actively maintained websites for multiple federal clients

- Database administration

- Developed custom Drupal Modules for client needs/specifications

- Created Responsive Drupal Themes based on mock-ups for federal clients

- Help company move forward with IT Technologies and embrace possibilities

Technology used:

Languages/Web: HTML, CSS, jQuery, JavaScript, Drupal

Databases: MSSQL

Tools: Adobe Suite, Microsoft Office Suite, NotePad++, Remote Desktop Connection, IIS Manager, SQL Management Studio

Platforms: Windows 7, IIS7, Windows Server 2008 R2

Exelis Mission Systems – Department of Defense Contractor   **Doha, Qatar**

Web Developer + Help Desk Technician   September 2013 – June 2014

- Redesigned Intranet and ticketing system using Sharepoint

- Helped end users with troubleshooting issues

- Base-lined machines with Ghost

- Active Directory debugging, and user assignments

- AD Group set up and administration

- Redesigned Unit Website using Drupal

- Established User Groups and Permissions for access to internal DoD websites

Technology used:

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Languages/Web: HTML, CSS, jQuery, JavaScript, SharePoint, .NET, Drupal

Databases: MySQL, MSSQL

Tools: Adobe Suite, Microsoft Office Suite, NotePad++, WinSCP, PuTTy, WireShark, Remote Desktop Connection, Active Directory, IIS Manager, Visio, Exchange Server, Ghost

Platforms: Windows 7, Linux, IIS6, IIS7, Windows Server 2008 R2

Georgetown University, School of Foreign Service Qatar   **Doha, Qatar**

Web Developer   May 2012- May 2013

- Created first Intranet for SFSQ, completely built on Drupal

 Updated website and proprietary ColdFusion CMS to handle modern technologies

 Created custom patches and fixes to current proprietary ColdFusion CMS (KeySite) to be able to handle modern needs

 Participated in the development of the SFSQ mobile application on Android and iOS

 Updated website on constant basis using ColdFusion and SQL

 Development of Mobile and Web Strategy

 Developed Documentation for multiple procedures and web applications

Technology used:

Languages/Web: Drupal, WordPress, XML, HTML, CSS, jQuery, JavaScript, ExpressionEngine, PHP

Databases: MySQL, Oracle, phpMyAdmin

Tools: Adobe Suite, Microsoft Office Suite, cuteFTP, Smultron, NotePad++, WinSCP, PuTTy

Platforms: Windows XP, Windows 7, Windows Vista, Windows 2000, Mac OSX, Linux, IIS6, IIS7, Windows Server 2008

Johns Hopkins University- Kreiger School of Arts and Sciences' Advanced Academic Programs Washington, DC

Web Developer   January 2011 – May 2012

- Migration of website to a new CRM from outdated system to new custom system

- Created new modules for said new CRM using ColdFusion, PHP, JavaScript, and MySQL

- Developed documentation for new CMS

- Created new online application for potential students using Hobsons CRM and ColdFusion

- Responsible for database development and maintenance in SQL and Oracle

- Development and execution of a custom CRM/CMS solution for noncredit school which will streamline tasks for the admissions team

Technology used:

Languages/Web: WordPress, XML, HTML, CSS, jQuery, PHP, ColdFusion, SQL

Databases: MySQL, MSSQL, Oracle

Tools: Adobe Suite, Microsoft Office Suite

Platforms: Windows XP, Windows 7, Mac OSX

MetroStar Systems - Department of Defense Contractor/Civilian Contractor   **Reston, VA**

Web Designer/Web Developer   July 2010 - January 2011

- Implementation of new design of MetroStar Systems Website implementation

- Implementation of new MetroStar Systems Blog design (SuperNova) in WordPress

- Designed mobile applications, and implementation methods (Android and iOS) for military use

- Responsible for several in-house and client ad designs

- Developed standards for Web Development protocols

- Developed standards for Design guidelines

- Developed SharePoint application aspects in C# and .NET

Technology used:

Languages/Web: WordPress, HTML, CSS, jQuery, PHP, .NET, C, C#

Tools: Adobe Suite, Microsoft Office Suite, VisualStudio, Visio, SharePoint Designer

Platforms: Windows XP, Windows 7

JointConcepts, Inc.   **Washington, DC**

Junior Developer   June 2008- July 2010

- Entrusted with the development CMS' for multiple clients including non-profits and corporations
- Cut up websites, using PhotoShop, and re-created them using HTML/CSS in DreamWeaver
- In-house IT specialist – set up networks, troubleshooted user issues, development documentation and best practices
- Programmed website functionality using JavaScript, PHP, ExpressionEngine, jQuery, SQL, HTML, and CSS

Technology used:

Languages/Web: Drupal, WordPress, XML, HTML, CSS, jQuery, JavaScript, ExpressionEngine, PHP

Databases: MySQL, Oracle

Tools: Adobe Suite, Microsoft Office Suite, Transmit, Smultron, Drobo, TimeMachine

Platforms: Mac OSX, Mac OSX Server, Drobo

Shivan Computers Corporation – Department of Energy Contractor   **Washington, DC**

Senior Programmer   June 2007- August 2009

- Primary Responsibilities included design and development of dynamic websites using ColdFusion, ActionScript, Flex, and SQL
- Developed and tested new Macros in Microsoft Excel and Access
- Developed programs to link between databases, using VB.NET and C#, and update information

Technology used:

Languages/Web: HTML, CSS, jQuery, JavaScript, PHP, ColdFusion, Flex, ActionScript, .NET, VB.NET, C, C#, C++, VB

Databases: Oracle

Tools: Adobe Suite, Microsoft Office Suite, VisualStudio

Platforms: Windows XP, Windows Vista, Windows 2000

illume Communications   **Baltimore, MD**

Graphic Designer/Programmer   August 2004- May 2005

- Developed websites for clients using Adobe Flash, Photoshop, Illustrator and ActionScript
- Assisted in create new "Branding" for various clientele
- Facilitated the organization of fundraiser events and parties

Technology used:

Languages/Web: Drupal, WordPress, XML, HTML, CSS, jQuery, JavaScript, ActionScript

Tools: Adobe Suite, Microsoft Office Suite

Platforms: Mac OSX

CERTIFICATIONS:

CompTIA A+   November 2013

Drupal 7 Site Builder

Drupal 8 Site Builder

Acquia Certified Cloud Pro

Acquia Cloud Site Factory Pro

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EDUCATION: **Rochester Institute of Technology**   **Rochester, NY**

Bachelor of Science in Information Technology   February 2010
Courses: Networking Fundamentals, Computer Architecture, Multimedia Programming, Programming in Java, Databases and Database Architecture, Programming for the Web, Website Design and Implementation, Data Analysis, Interactive Digital Media, Data Communications

REFERENCES: Business and Personal references are available upon request.