# **Julian Richen**

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Technology and Linux enthusiast, University of Central Florida graduate with a B.A in Information Technology

#### **Skills**

Operating Systems Linux (Fedora, RHEL, Debian, Ubuntu), & Windows (XP/7/8/10/11, Server 08/12/16/19/22)

Software Virtualization (QEMU/KVM, Kubernetes, VMWare, VirtualBox), Web (NGINX, Apache), Database

(PostgreSQL, MariaDB, MySQL, SPARQL, Snowflake, and others), Workforce Management (UKG Workforce Central, UKG Dimensions), Data (Splunk), Analytics (Tableau), CRM (Sales-

force), Computing (AWS, Azure), and others

Languages Zig, C, Go, Python, SQL, Bash, Batch, HTML, CSS, JavaScript, Java, JSON, YAML and XML

**Certifications** Tableau Server Certified Associate, Tableau Desktop Specialist, Salesforce Certified Asso-

ciate, and Salesforce Certified AI Associate

**French Fluency** Spoken and limited written

# **Experience**

#### Salesforce Technical Account Manager / Customer Success Manager

Dec 2022 - Present

Began career at Salesforce as a Technical Account Manager, assisting Tableau Premium customers with technical issues, supporting long-term vision and growth strategies. Transitioned to Customer Success Manager, were focus was put to support Signature Success customers in their Salesforce journey. Acted as a dedicated contact to customers to build account relationships. Driving product adoption, decreasing attrition, and ensuring the health and stability of customer's Salesforce investments.

#### **UKG Technical Account Manager, PLUS Support**

Jan 2020 - Dec 2022

Worked in partnership to ensure operation of large retail, healthcare, and manufacturing accounts who rely on UKG Workforce Central and UKG Dimensions to manage their workforce. Acted as liaison to numerous teams and engineering departments while also providing technical and troubleshooting support for a variety of UKG products. Proficient in timekeeping, scheduling, accruals, attendance, analytics, archiving, and more.

### UKG Technical Support Engineer, PLUS Help Desk / Nike WFM System Analysts

Aug 2018 - Jan 2020

Started my professional career as a Technical Support Engineer on the Plus Help Desk team. Gain experience with UKG Workforce Central and UKG Dimensions while troubleshooting customer issues and providing break/fix solutions.

#### **Macy's Support Operations**

Aug 2016 - Dec 2017

Worked in operations while finishing my Bachelor's degree. Supported the retail team while having the opportunity to interact with customers on the selling floor.

#### **Education**

#### **University of Central Florida**

May 2018

Graduated with a Bachelor in Information Technology.

# **Projects**

## Snorkel (UKG)

Application monitoring, log analysis, alerts, and troubleshooting tools developed in Splunk to support high impacting performance issues for PLUS Support customers. Initially developed while working as a Technical Support Engineering and further enhanced upon joining the PLUS Support team as TAM.

#### **Brink (Personal)**

Cross platform Zig library, networking, and game engine. Started as a project to better understand various Linux and Windows subsystems and computing concepts. Developed on personal time as a hobby.