

Rowen Trombo

(they/them/theirs) | Chicago, IL | +1 (407) 637-0726

rowentrombo.com | rowentrombo@gmail.com | [linkedin.com/in/rowentrombo/](https://www.linkedin.com/in/rowentrombo/)

Results-driven Operations & Customer Success professional with a proven track record of leading cross-functional initiatives, optimizing business processes, and leveraging data systems to drive strategic growth. Expertise spans SaaS, education, insurance, health & wellness, and food & beverage industries. Adept in MySQL, Python, CRM tools, and project management platforms.

CORE COMPETENCIES

Customer Success Strategy • Cross-Functional Collaboration • Process Optimization
Training & Enablement • Data-Driven Decision Making • Technical System Implementation
SQL & Python Development • CRM/ERP Integration • Scalable Marketing Strategy

PROFESSIONAL EXPERIENCE

Enterprise Account Support

UKG (Ultimate Kronos Group) — SaaS | Nov 2021 – Present

- Spearheaded a cross-product training initiative that reduced call escalations by 34% and internal transfers by 78%.
- Overhauled the knowledge base for clarity and usability, driving a 22% CSAT increase.
- Led weekly peer learning for support teams, establishing a replicable enablement model across departments.

Founding Business Developer

Shift 110 — Health & Fitness | Jan 2016 – Dec 2017

- Built technical infrastructure in Python and MySQL to manage client records and contracts.
- Led launch strategy, achieving 121% client growth within 8 months on a lean budget.
- Created onboarding workflows and trained a team on customer engagement best practices.

Marketing & Systems Consultant

Mosaic Music School — Education | May 2020 – Nov 2020

- Drove 62% growth in client base via targeted social media campaigns and owner enablement.
- Built a lead tracking database using MySQL and Python for long-term marketing efficiency.
- Trained business owners in Facebook/Instagram Ad Managers for sustainable execution.

Operations Analyst Manager

Redlight Redlight Brewing — Food & Beverage | Nov 2019 – Mar 2020

- Conducted event ROI analysis resulting in a 32% increase in event-day sales.
- Identified low-margin sales patterns and implemented pricing and inventory adjustments.
- Unified operations, marketing, and finance teams to align strategy with profitability goals.

PROFESSIONAL EXPERIENCE CONT.

Operations Consultant

Farmers Insurance — Insurance | Nov 2018 – Nov 2019

- Executed a green initiative that cut office waste by 42% and reduced maintenance costs by 27%.
- Negotiated sustainable supply contracts and implemented preventative facilities protocols.
- Facilitated cross-level staff collaboration to ensure successful implementation and buy-in.

Operations Manager

Hurricane's Grill — Food & Beverage | Dec 2017 – Nov 2018

- Managed daily operations, vendor coordination, and service delivery for a high-volume venue.
- Introduced systems to optimize labor cost and streamline order fulfillment.

Senior Customer Success Manager

Serenity Now Yoga — Health & Fitness | May 2014 – Jan 2016

- Led customer engagement and retention strategies for growing wellness brands.
- Managed digital platforms including Mindbody and CRM systems to enhance service delivery.

ACADEMICS

Bachelor of Science — Computer Science - Southern New Hampshire University

Associate of Science - Digital Media - Seminole State College of Florida

Technical Certificate - Digital and Interactive Media Design - Seminole State College of Florida

Technical Certificate - Digital Media Content Development - Seminole State College of Florida

Technical Certificate - Animation and Visual Effects - Seminole State College of Florida

TECHNICAL SKILLS

Languages & Databases: SQL (MySQL, MSSQL, PostgreSQL), Python, Java, JavaScript, C#

SaaS & CRM Tools: UKG PRO (Payroll/WFM), Salesforce, Mindbody, Clover POS

Platforms: Microsoft Azure, Trello, JIRA