

# Barry L. Rogoff

603-494-5874

Customer Service Representative

Nashua, NH 03063

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Highly skilled professional with extensive experience in delivering exceptional customer service and leading overall technical business operations across diverse sectors. Adept at addressing and resolving customer queries to ensure complete client satisfaction and retention. Proficient in providing excellent customer and software development experiences, maintaining award-winning technical documentation, and driving process improvements. Recognized for database administration, project leadership, web development, configuration management, bug tracking, image editing, and digital audio processing. Instrumental at resolving complications and service issues.

## Areas of Expertise

- ◆ Customer Service Management
- ◆ Strategic Planning & Execution
- ◆ Complex Problem Resolution
- ◆ Client Retention & Satisfaction
- ◆ Organizational Development
- ◆ Record & Documentation
- ◆ Team Leadership & Training
- ◆ Visual Basic Macros
- ◆ Technical Support

## Professional Experience

### Alternative Logistics, Nashua, NH Customer Service Specialist

2021 – Present

Facilitate all functions of Yankee Publishing e-commerce during 2021 holiday season using ZenDesk and Big Commerce. Deliver exceptional customer services for multiple clients. Address and resolve customer queries in an efficient manner. Leverage strong interpersonal, communication, and leadership skills.

### Hampshire Driving School, Nashua, NH Driving Instructor Trainee

2020 – 2021

Took three courses in driving instruction and education from Keene State College. Could not complete state certification test due to Covid-related delays in NH DMV test administration.

### Self Employed, Nashua, NH

2010 – 2020

Purchased, refurbished, upgraded, and resold Dell XPS-15 laptop computers. See [website](#) for details.

### e-Dialog, Burlington, MA Software Technical Writer

2008 – 2009

Performed various key tasks, such as researching, developing, and generating documentation set for Precision Central, an extremely complex email marketing software suite similar in concept to MailChimp. Developed user guides, setup instructions, instruction manuals, online training material, release notes, new feature documents. Created automated publishing infrastructure.

**Vertica Systems, Inc., Andover, MA**  
**Software Technical Writer**

**2006 - 2008**

Evaluated, designed, and wrote highly acclaimed V1 and V2 documentation set for high-speed, column-oriented, data warehousing systems. Developed team to write and automate publishing infrastructure.

## **Education**

**Bachelor of Science in Journalism,**  
Ohio University, Athens, OH

**Master of Science in Software Design & Analysis (Partial)**  
Boston University, Boston, Massachusetts

## **Technical Proficiencies**

- Certified 3PL Camelot Excalibur system manager
- MS Office expert
- VBA | C++ | Java
- SQL | Oracle | SQL/Server | Relational Schema Design