**Stan Russell**

**Customer Success Leader | Healthcare Technology & Service Excellence**

**Stan is a seasoned customer success and technology operations professional with a strong track record of delivering exceptional client support, optimizing service delivery, and driving long-term customer satisfaction. With a career spanning field support, service development, and strategic customer engagement, Stan is committed to ensuring that customer success directly translates into business success.**

**Beginning as a Field Support Technician, Stan provided hands-on technical support across a diverse range of clients, from small offices to large enterprises such as hospitals and automotive manufacturers. Specializing in Nortel PBXs, Centigram Voicemail, video conferencing, and conferencing calling solutions, [Name] managed outages, capacity evaluations, and disaster recovery exercises, often handling five or more service tickets per day while balancing travel and on-site troubleshooting. Recognized for outstanding dedication, [Name] was promoted to Senior Technical Support, offering 24/7 assistance to fellow technicians and ensuring seamless issue resolution.**

**Transitioning to a leadership role at AT&T, Stan worked as a Service Development Manager, collaborating with engineers, vendor managers, architects, IT teams, and customers to define and implement critical process documentation. Managing complex customer projects, Stan played a key role in establishing structured pathways for long-term service success, from initial deployment to ongoing governance.**

**Understanding that customer retention hinges on proactive support, Stan emphasizes continuous improvement through regular performance metrics, firmware upgrades, and governance meetings. A strong advocate for disaster recovery planning and lifecycle management, Stan ensures that end-of-life equipment is addressed before it impacts business continuity.**

**With a deep passion for technology-driven service excellence, Stan remains dedicated to fostering strong customer relationships, anticipating challenges, and delivering proactive solutions that enhance both operational efficiency and client satisfaction within the healthcare industry.**