

DANA HARTWELL
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SUMMARY

Implementation, support, and client advocate with 7+ years experience driving enterprise SaaS onboarding and support including cross-functional project delivery. I have a history of success in requirements gathering, data integration, configuration, testing, client training and support. I have experience in several departments of a SaaS organization and am familiar with jumping in when needed to provide the client and our team with the best experience. I am passionate about delivering exceptional onboarding experiences that accelerate adoption and long-term client success.

EXPERIENCE

POWERCHORD, INC.

NOVEMBER 2017- OCTOBER 2025

CLIENT SOLUTIONS ENGINEER

MAY 2025- OCTOBER 2025

Implemented projects and product enhancements for new and current clients, coordinated product, engineering, data, and client service teams to deliver successful launches and support clients.

- Served as the primary client contact during project implementations; aligned scope, requirements, timelines, and technical integrations.
- Managed multi-team meetings (engineering, data, product, QA, account management) to ensure milestones, dependencies, and risks stayed visible and on track.
- Executed platform configuration and client-specific setup, including CMS updates, data integration settings, and feature enablement.
- Delivered client training, product demos, and onboarding documentation to drive client readiness and adoption.
- Ensured quality for all launched features by coordinating with QA, validating functionality, and escalating risks proactively.
- Worked hand-in-hand with the product team as the product subject matter experts to assist other teams with any questions that arose.
- Provided Tier 2 technical support to resolve complex issues and maintain reliable platform performance.

JUNIOR QUALITY ASSURANCE ENGINEER

APRIL 2022 – MAY 2025

Specialized in localized ecommerce websites and data management, primarily focused on desktop and mobile manual testing supporting global enterprise clients.

- Owned manual testing for desktop and mobile environments, ensuring functionality, performance, and accuracy of client-specific ecommerce sites.
- Developed, produced, and executed manual test plans and cases to ensure software functionality.

- Led defect identification and triage; reported and tracked issues in Jira and maintained close alignment with development teams and stakeholders.
- Participated in Agile meetings including daily standups, backlog management, bug triage, and cross-team planning.
- Managed releases and version control (Github, Octopus) for new functionalities and bug fixes.
- Ensured new and current features met acceptance criteria and client expectations.
- Created and executed detailed test plans across Regression, Functional, Integration, Smoke, API, and Compatibility testing.
- Utilized SQL to validate data accuracy and integrity across client implementations. (Microsoft SQL Server Management Studio).
- Contributed to QA automation efforts using Cypress.
- Collaborated with development and product teams to resolve issues and enhance software quality.
- Built and maintained documentation across Confluence and internal knowledge repositories.

SENIOR CLIENT SUPPORT SPECIALIST

NOVEMBER 2017- APRIL 2022

Supported clients with technical/configuration issues and product questions from implementation onwards.

- Managed client requests via ticketing system, email, phone or internal escalations; de-escalated issues and provided workarounds wherever possible.
- Collaborated across teams to prioritize feature requests and bug fixes.
- Assisted with client training, onboarding, and platform migrations.
- Built internal and external documentation.

PRIOR WORK EXPERIENCE

Socius Insurance Services – MGA Underwriter (2015 – 2017)

Hull & Company – Broker/Underwriter (2013 – 2015)

National Risk Solutions – Commercial Account Executive (2010 – 2013)

Developed strong stakeholder and client management skills through roles requiring negotiation, requirements gathering, documentation, and cross-department collaboration.

EDUCATION

B.S. IN PUBLIC RELATIONS WITH MINORS IN ITALIAN STUDIES AND ART HISTORY

UNIVERSITY OF FLORIDA, GAINESVILLE, FL **MAY 2009**

SYSTEMS USED

Github, Octopus, HubSpot, VS Code, Snowflake, DataDog, Algolia, DatoCMS, Looker, TestRail, Qase, Jira, Cypress, Postman, Microsoft SQL Server Management Studio, BrowserStack, Acoustic, Basecamp, Mandrill, SendGrid, ProductsUp, Figma, G-Suite, MS Office Suite