

# Charlie Rosenberg

CharlieRosenberg.com

Customer Support Specialist | 20+ Years in High-Growth Tech and Consumer Brands

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## SUMMARY

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With 20 years of customer-facing experience at high-growth startups and consumer brands, I specialize in turning frustrated customers into loyal advocates. I have built support operations from scratch, scaled high-volume queues, and served as the final escalation tier for the toughest issues, consistently delivering resolution with empathy and ownership. My platform experience spans Zendesk, Zoho CRM, and Salesforce, and I work with LLM AI systems, program automation workflows, and have the system architecture background to integrate custom tools. A career-long pattern of promotions and a clean record with every employer reflects the standard I hold myself to.

## CORE COMPETENCIES

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### Client Success & Communication

Multi-channel client management, escalation resolution, client onboarding and training, relationship building in high-stakes environments, social media management and community engagement, stakeholder communication across complex implementations, creating client-facing documentation and training materials

### Startup Operations

Building support operations from the ground up, scaling ticket queues from zero to thousands of users, establishing escalation pathways and SOPs, cross-functional coordination across support, engineering, and product teams

### Technical Infrastructure

CRM platform implementation (Zoho, Salesforce), database management, Generative AI Tools (Gemini, Claude, GPT API, ElevenLabs Voice, HeyGen Avatars, Runway.ML), AI automation, custom mobile & web app development, workflow automation, data migration, and system integrations

### Team Coordination

Cross-functional coordination across sales, engineering, and support; translating technical details into clear client communication; training and mentoring team members on customer-facing standards and best practices

## EXPERIENCE

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### Independent Implementation Consultant

Oct 2018 - April 2026

#### Cyber Chaperone | Bermuda Dunes, CA

*Founder: A Rosenberg Ventures Company*

- Founded and operated an independent technology consultancy delivering smart home and business automation solutions to individuals, nonprofits, and small businesses
- Developed client communication frameworks and onboarding processes that sustained 95%+ satisfaction and retention across 30+ engagements
- Managed a distributed team of specialists to deliver personalized consulting services to a diverse client base
- Completed full technology overhauls for senior centers, nonprofits, and theaters with a focus on user adoption and staff training
- Built custom client portals and communication tools integrating modern frameworks with generative AI capabilities
- Implemented structured client feedback loops that directly informed service improvements and new offering development

### Technical Account Manager

Jan 2018 - Sep 2018

#### CARET | San Diego, CA

- Managed complex cloud software implementations for enterprise law firms with multi-stakeholder coordination
- Conducted comprehensive needs analysis and stakeholder interviews to design custom implementation strategies
- Served as the primary escalation point for at-risk accounts, specializing in client recovery and relationship repair to ensure project success
- Coordinated cross-functional teams (sales, engineering, support) to ensure seamless project delivery and client satisfaction

### Systems Analyst

May 2016 - Jan 2018

#### CARET | San Diego, CA

- Built custom workflows and automation tools that made client implementations faster
- Managed SQL data migrations and database cleanup across law firm implementations, ensuring data integrity through complex system transitions
- Created internal tools including phone queue systems and client information dashboards for the support team
- Trained clients on complex legal software and produced step-by-step documentation adopted firm-wide for ongoing reference
- Promoted to Account Manager in recognition of exceptional client feedback and performance.

### Client Services Engineer

Nov 2015 - May 2016

#### CARET | San Diego, CA

- Delivered technical support via phone, email, and remote sessions for law firms using complex practice management software
- Authored knowledge base articles and refined support workflows, reducing repeat contact on common issues
- Earned multiple client commendations and promoted to Systems Analyst within 6 months based on performance

### Sales Associate

2015 - 2018 (Seasonal)

#### Spirit Halloween | San Diego, CA

- Led the San Diego district in Spirit of Children charitable donations for all three seasons employed (2015-2018)
- Handled high-volume customer transactions and inquiries with consistent positive feedback and repeat business
- Mentored incoming seasonal staff on customer engagement and conflict resolution

### CRM Consultant

Jan 2015 - Jul 2015

#### AgileBTS, LLC | San Diego, CA

- Set up and customized Zoho CRM implementations for medium and large companies
- Handled comprehensive training and ongoing support ensuring successful user adoption
- Worked directly with clients to optimize workflows and maximize CRM value
- Created custom reports and dashboards enabling clients to track key performance metrics

### Co-Founder/CTO

Aug 2013 - Jan 2023

#### Hillcrest Social | San Diego, CA

- Co-founded promotions company focused on community engagement and event experiences
- Developed mobile app (10,000+ downloads) that connected physical events with digital audiences
- Built comprehensive user engagement features and feedback collection systems
- Managed relationships with venue partners, event promoters, and community stakeholders
- Created solutions that bridged entertainment venues with their target audiences through technology
- Established customer support infrastructure handling user inquiries and technical issues

### Technical Support Manager

May 2012 - Dec 2014

#### iRates | San Diego, CA

- Ran customer support and client success operations for hotel management software platform, acting as the final tier of support for all major client escalations
- Handled product implementations and ongoing client support for hospitality industry clients
- Conducted on-site installations at hotels and resorts with custom configuration and training
- Managed social media presence and client communications across multiple channels
- Built automated reporting tools that provided clients with actionable business insights

### Head of Customer Support / Product Development

Oct 2007 - May 2012

#### iZ3D Inc. | San Diego, CA

- Built customer support operations from scratch for rapidly scaling startup following \$6M investment round
- Managed online community and social media presence using various management platforms
- Represented company and products at major tech conferences (CES, E3, PAX) for customer engagement
- Collected and synthesized user feedback to inform product development priorities
- Developed and implemented escalation pathways for complex technical issues, improving resolution time
- Established support ticketing system and knowledge base that scaled with company growth
- Trained and managed support team as company expanded from startup to established player

## EDUCATION

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### Technical Apprenticeship

2004 - 2006

#### Big Bear Technology and Networking Services | Big Bear Lake, CA

- Assisted senior technicians with network installations, hardware diagnostics, and troubleshooting for local businesses.
- Provided basic IT support and customer service to residential and commercial clients, resolving common software and hardware issues.
- Learned foundational concepts of network infrastructure, server maintenance, and professional client communication.

### High School Diploma

Apr 2002 - June 2006

#### Chautauqua High School | Big Bear Lake, CA

*Focus: Technology and Programming Studies*