

Eleanor Hodges

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SUMMARY

Training Team Lead with six years of experience across customer onboarding, enablement, service operations, and dental practice technology. More than two years of **direct people management** includes regular coaching, KPI reviews, quality assurance, workforce planning, schedule ownership, and **professional development**. Builds practical SOPs, training resources, audit routines, and capacity plans that improve consistency for customers and trainers. Uses Salesforce, SFDC Scheduler, Zendesk, and customer portals to investigate recurring issues, coordinate fixes, and manage complex escalations. Combines clear communication with data analysis and **hands on problem solving** across fast paced software environments. Experience supporting **in practice learning** gives useful insight into clinician and staff workflows. Brings a customer success focus, sound judgment, and collaborative leadership that can support reliable onboarding and stronger team performance.

EXPERIENCE

Training Manager

May 2024 - Present

CareBridge Practice Software

Columbus, OH

Leads trainer operations for dental practice software onboarding, covering team coaching, **quality assurance**, KPI reporting, scheduling, capacity planning, customer escalations, and coordination with technical partners. Supports reliable customer adoption through clear procedures, practical resources, and focused issue resolution.

- Led trainer **coaching** cycles using KPI reviews and feedback, strengthening onboarding consistency across dental practices.
- Built quality reviews and audit routines for trainer sessions, giving managers clearer service performance visibility.
- Managed **schedules**, PTO, **holiday coverage**, and capacity plans for dependable customer onboarding coverage.
- Partnered with technical teams on **Salesforce**, **Zendesk**, scheduler, and portal issues affecting customer adoption.
- Analyzed recurring customer issues and trainer results, guiding practical SOP updates and resource improvements.
- Handled complex customer escalations with structured follow up, restoring confidence across practice stakeholders.

Customer Enablement Manager

January 2022 - April 2024

PracticeFlow Cloud

Cincinnati, OH

Managed customer enablement operations for healthcare software, combining **direct people management**, workforce capacity planning, SOP development, onboarding delivery, quality oversight, and escalation support. Connected trainer performance data with process improvements that helped teams deliver clearer and more consistent customer experiences.

- Managed enablement staff through regular **1:1s**, **actionable feedback**, and development plans tied to service goals.
- Created **capacity** plans from demand patterns, improving coverage decisions for onboarding and customer support.
- Revised **SOPs** and **training resources** after reviewing escalations, helping staff resolve common issues sooner.
- Reviewed team and customer data to identify workflow friction, then coordinated fixes with product partners.
- Established consistent onboarding records and follow up practices, improving visibility across customer accounts.
- Served as escalation point for complex healthcare software concerns, balancing customer needs with team capacity.

Customer Onboarding Specialist

September 2020 - December 2021

LaunchPath SaaS

Dayton, OH

Supported SaaS onboarding, customer training, CRM documentation, and escalation management for growing software accounts. Built practical customer relationships through structured sessions, accurate records, timely follow up, and clear **communication** with internal service teams.

- Delivered customer training sessions for SaaS workflows, adapting demonstrations around each account's operating needs.
- Documented onboarding milestones in CRM records, giving service teams reliable context for follow up.
- Resolved customer questions through structured triage, escalating technical patterns with useful supporting details.
- Updated training materials after recurring questions, helping customers adopt core workflows with less confusion.
- Coordinated onboarding tasks across customers and internal teams, keeping commitments visible through completion.
- Supported remote customer engagements and **in practice learning**, building trust through calm issue ownership.

PROJECTS

Dental Onboarding Quality Program 📅 2025

Created a quality review program for dental software onboarding, connecting trainer feedback, customer issues, and SOP updates so teams could deliver a more consistent practice experience.

Trainer Capacity Planning Model 📅 2023

Built a workforce planning approach for enablement operations, pairing demand patterns with schedules, PTO coverage, and trainer availability to support dependable customer service.

LEADERSHIP & AWARDS

- Recognized by leadership for clear escalation judgment and dependable customer communication during complex onboarding issues.
- Selected as a trusted coaching resource after improving feedback routines and practical development conversations for enablement staff.
- Praised by cross functional partners for translating recurring customer friction into useful process and training updates.

EDUCATION

Bachelor's Degree in Communication
Ohio University GPA: 4.0
Coursework: Interpersonal communication, organizational communication, training methods, data analysis

2020
Athens, OH

CERTIFICATIONS

- Salesforce Trailhead Service and CRM Fundamentals 📅 2025
- Coursera Coaching Skills for Managers 📅 2024

TECHNICAL SKILLS

- **Customer Relationship Management:** Salesforce, SFDC Scheduler, CRM documentation
- **Customer Support Platforms:** Zendesk, ticket management, escalation records
- **Portal Systems:** Customer portals, account access, workflow support
- **Training Operations:** Customer onboarding, trainer enablement, in practice learning
- **Quality Assurance:** Session reviews, audit routines, quality standards
- **Workforce Management:** Capacity planning, schedule management, coverage planning
- **Performance Management:** KPI reviews, feedback cycles, professional development
- **Process Documentation:** SOPs, training resources, workflow documentation
- **Data Analysis:** Customer performance data, team performance data, recurring issue analysis
- **Dental Practice Technology:** Dental onboarding, clinician workflows, staff workflows

SKILLS

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|-----------------------|------------------------|-------------------|------------------------|
| • People management | • Quality assurance | • SOP development | • Portal systems |
| • Coaching | • KPI reviews | • Salesforce | • Customer escalations |
| • Customer onboarding | • Workforce management | • SFDC Scheduler | • Data analysis |
| • Customer success | • Capacity planning | • Zendesk | |

PROFESSIONAL AFFILIATIONS

- Customer Success community participant, sharing practical onboarding and service operations insights with peer professionals.
- Dental technology learning network participant, staying connected with practice workflow and customer enablement topics.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST