

Adam Falony

4119 Quincey Lane, Duluth, GA 30096 | (678) 347-6117 | amfalony@outlook.com

Links: Portfolio: adamfalony.com | LinkedIn: <https://www.linkedin.com/in/adam-falony-38aa7733/>

Professional Summary

Technology and Customer Success Professional with over 10 years of experience delivering secure SaaS platforms and exceptional client experiences in the compliance and ethics industry. Proficient in .NET, JavaScript, and CMS development, with a proven track record of launching 200+ client websites with 98% on-time delivery. Skilled in client onboarding, technical support, and relationship management, driving \$1M+ in ARR through automation and customer-focused solutions. Adept at collaborating across teams to ensure seamless implementations and client satisfaction.

Technical Skills

.NET, ASP.NET, JavaScript, Node.js, HTML/CSS, SQL, RESTful APIs, CMS Development

Customer Success & Support Skills

Client Onboarding, Relationship Management, Technical Support, Account Management, Training, Cross-Functional Collaboration, Agile/Scrum

Tools

Salesforce, Jira, Confluence, Avaya CMS, Aspect WFM, ADP, Verint, Microsoft Office

Professional Experience

NAVEX – Norcross, GA

Web Developer (July 2017 – Present)

- Developed and maintained EthicsPoint web reporting platform using .NET, ASP.NET, and JavaScript, delivering 200+ client websites with 98% on-time launch rate for Fortune 500 clients.
- Collaborated with clients to gather requirements and provide technical support during website launches, ensuring 100% satisfaction.
- Built Electron automation tools, reducing data processing time by 20% and contributing to \$1M+ in ARR growth.
- Trained internal teams and clients on CMS usage, improving adoption rates by 15%.

Quality Assurance Analyst – Web Development (September 2016 – July 2017)

- Conducted QA for .NET-based applications, improving deliverable quality by 15% through streamlined code reviews.

- Partnered with client success teams to ensure data integrity across EthicsPoint and NetClaim platforms, enhancing client trust.

Workforce Administrator (May 2014 – September 2016)

- Managed scheduling and call routing for 260+ contact center agents using Avaya CMS and Aspect WFM, improving service level adherence by 10%.
- Developed intranet content and trained agents on tools like ADP and Verint, boosting operational efficiency.

Interview Specialist (July 2011 – May 2014)

- Conducted interviews to document compliance issues using NetClaim, ensuring accurate reporting and resolution.
- Collaborated with cross-functional teams to identify and resolve technical discrepancies, improving process efficiency.

Education

Gwinnett Technical College – Lawrenceville, GA

Business Management, 2006–2007

Additional Skills

Proficient in German. Experienced in client training, technical support, and Agile/Scrum methodologies. Knowledgeable of Linux desktops, specifically Ubuntu.