Noah Strehl

Northern Bay Area, CA - noah@nstrehl.com

Operations/Business Development

Business leader with 14+ years' progressive experience in development, project management, systems administration, and operations. *BA, Economics,* **UC Davis. Highlights include:** Arvixe Web Hosting: played critical role in growing company through to $22M acquisition by publicly-traded company; Ziprent: Designed and Implement company structure and protocols from the ground up, handled majority of company projects; Continual learner. First-rate interpersonal skills. ***Signature Strengths Include:***

Designing, Building & Supporting internal and external company policies ♦ Project Management: Cradle to Grave ♦ Company Operations & Business Planning / Roadmapping ♦ Relationship Management ♦ Project Accounting and Performance Audits ♦ Anticipating & Resolving Client / Staffing Issues ♦ Systems Documentation / Best Practices

Professional Experience

Operations Executive/Business Development, **Ziprent**, San Francisco, CA - Remote   Dec. 2017 - present
Guided clients across multiple states, from concept to completion of their property rental in a residential real estate office specializing in tenant placement. Provided internal staff support along with policy and protocol creation. Handled over $6M+ of customer and company funds monthly along with audits
- Handled day to day business operations (direct customer sales and employee management)
- Worked closely with technical development team to add features and improvements in-house software suite
- Determined Market Value and made housing profiles for rentals
- Reviewed client feedback to improve satisfaction and ensure appropriate corrective action is taken.
- Conducted product appraisals to ensure successful performance.
- Developed internal and external policy; employee, and company structure
- Monthly reports / business development meetings with owner and other managers to establish current company health and future projections.

Computer Repair & Electronics Specialist, **Bladed Technologies;** Santa Rosa, CA   Dec. 2004 - present
Founded, managed, grew successful business maintaining corporate / personal PCs for 300+ clients; regularly deployed new, troubleshooting existing networks for corporate / individual clients. Provide remote support via SSH, remote logins. Provide remote / local backup systems adhering to security compliance issues for each business.
- Provide website maintenance, hosted through common VPS.
- Create, refine security-focused handouts for clients, in layman's terms.

Marketing & Development Manager, **LevelUp Foods;** Santa Rosa, CA - Remote   Dec. 2016 - Dec. 2017
Served in multiple capacities, including handling 100% of IT, at early-stage startup delivering healthy snacks nationwide via monthly subscription model. Designed, created budget for subscription boxes.
- Implemented point of sale (POS) system, handling billing, invoicing, independent contractor salaries, payment avenues.
- Directed all website development / maintenance, systems / network engineering.
- Set-up, supervised inventory management systems.
- Developed, maintained all website content.
- Shared marketing responsibilities with CEO: crafted, produced digital, social media and email marketing campaigns.
- Procured suppliers, setup logistics / supply chain.
- Increased brand identity by initiating, coordinating participation at conventions / tradeshows.

Adventurer, Marketer, Mechanic; **The Adventurists;** Europe & Asia   July 2016 - Dec. 2016
Drove from UK to Mongolia's Capital (Ulaanbaatar) in 1-liter, 2-door car for charity. Repaired car regularly.
- Marketed, raised several thousand dollars for charity of choice: CoolEarth (protecting endangered rainforests).
- https://www.theadventurists.com/mongol-rally/

Arvixe Web Hosting
San Francisco, CA - Remote   Jan. 2009 - July 2016

Affiliate / Partnership Manager   Apr. 2012 - July 2016
Served in business development / marketing capacity. Played a critical role in growing the brand, $22M acquisition to publicly-traded company. Managed advertising on 2,300+ affiliate websites, while recruiting 500+ new partners. Held full responsibility for $2.4M+ in CPA (cost per acquisition) payouts annually.
- Served in technical sales capacity. Clients included developers making modules installed on websites, including ecommerce / shopping carts, chat, blogs, support software / ticket systems.
- Created, implemented methods to review, rank partnerships to determine worth, resource allocation.
- Directed partnership implementation, co-branding with 200+ open source software vendors.

Social Media Manager
Managed social media strategy, VIP customer technical issue escalation. Created, enforced protocols for monitoring brand presence across all social media platforms. Developed rules fielding queries, resolving issues.
- Formed, trained team providing support via social media.

Head, Liaison Program
Led team of coders developing tutorials, assisting customers. Hired freelance support staff for installation of partner's software / key PoC for web hosting customers.
- Grew interest by overseeing multiple communities for different software-types, including open source (e.g., Elgg, Dolphin, WordPress).
- Developed, oversaw all guidelines for liaisons' role.

Technical Support Specialist (Server / Customer),   Jan. 2009 - Apr. 2012
Provided ongoing remote and onsite technical support. Deciphered trends. Anticipated, troubleshot ongoing issues. Quickly learned and applied technical concepts to drive technical concepts.
- Orchestrated all troubleshooting, Level-3 technical issues. Fielded, managed customer queries.
- Drove continual issue resolution.
- Developed support techniques; created best practices; drafted support policies & procedures.
- Minimized support inquiries by programming specialized / automated tools for customer's control panel.

+ + + + + + + + +

Martial Arts Instructor / 2nd-degree Black Belt, **Seika Ryu Martial Arts;** Santa Rosa, CA   June 2004 - present
Teach children & adults, up to 30 students per class. Keyholder: direct daily operations; open / prepare studio for classes. Created manual for all school / material policies.

Education

BA, Economics (Minor: Psychology), **UC Davis**   Fall 2008

Technology

Windows OS & Linux: Debian Desktop / Server, Centos / Redhat Server, Windows Desktop / Server;
Linux Server Software: Cisco training, SSH, AMP, APF, CSF, cPanel / WHM, Bind, PHP, MySQL.