

Kenneth Baltazar

Developer | Global Program Manager | Data | Customer Success

New York, NY · [LinkedIn](#) · [GitHub](#) · [Website](#)

As a Global Program Manager with a beginner's mindset, I've dedicated a decade to enhancing customer experiences and championing data discovery in the APAC region, achieving a 92% retention rate YOY. My expertise in customer outreach and issue resolution, combined with my full-stack engineering skills, aims to foster empathetic, cross-cultural team collaboration. My goal is to advance global teamwork and innovative problem-solving for complex business challenges.

SKILLS

Languages - JavaScript, HTML, CSS, Python3, Mongo SQL, Typescript, React, EJS, DTL

Database - PostgreSQL, MongoDB, Snowflake, AWS

Libraries and Frameworks - React (class based and hooks), Express.js, Django, JQuery, Bootstrap

Other - RESTful Routing, JSON api, Tableau Desktop, Tableau Server (Cloud & On-Premise), Salesforce, Oracle CRM, Minitab

Interpersonal skills - International Team Leader, DEI, Global Team Development, Cross-Dept. Trainer, Global Program Manager

SOFTWARE DEVELOPMENT PROJECTS

[SEBident Evil](#) (Text Adventure Game) | Javascript, CSS, HTML

- Developed and designed a text adventure game using Javascript, CSS, and HTML, focusing on complex story branching and player choice impact
- Created a user-friendly interface with a focus on readability and ease of navigation

[Style Stash](#) (Virtual Closet Management application) | React, MongoDB, Express, Node.js

- Developed and designed an application cataloging and categorizing items within your closet
- Built full CRUD functionality (create, read, update, delete) within the application for closets and its items

[Bump It Up!](#) (Bump activated rock paper scissors mobile game) | Python, SQL, React

- Developed and designed a multi-user mobile game activated by a mobile phone's accelerometer
- Built full CRUD functionality (create, read, update, delete) within the application for profile & avatar changes

PROFESSIONAL EXPERIENCE

TABLEAU - A SALESFORCE COMPANY: 2014-2023

Senior Program Manager, Tableau - a Salesforce Company | New York, NY

Sep 2021 - Oct 2023

- Managed the development of Tableau's first scale success hub in Hyderabad, India - achieving a 35% engagement rate Y.O.Y. and 4.1+ CSAT Y.O.Y.
- Authored and led the technical requirement documentation for process/data improvements in an Agile environment, collaborating with Customer Solutions Teams and Gainsight Engineers
- Created and deployed multiple email campaigns in partnership with Tableau / Salesforce marketing to nurture and grow product adoption across all regions
- Organized and led cross-functional teams to implement software enhancements in Salesforce, focusing on user experience and system optimization for Tableau end-users
- Analyzed incremental improvements of Tableau's "Scale" Success Hub leveraging SQL Snowflake data sources. Presented impact findings bi-weekly to executive leadership alongside recommendations for future growth opportunities

Manager of Customer Success, Tableau - a Salesforce Company | Singapore, Singapore

Feb 2018 - Sep 2021

- Directed Customer Success Consultants across APAC markets, focusing on analytics growth and achieving a 92% software licensing retention rate Y.O.Y.
- Managed the Global Diversity and Communication branch, analyzing survey data to enhance internal employee satisfaction and experience
- Implemented data-driven strategies to streamline customer support processes, enhancing efficiency and Tableau adoption across 10 APAC countries
- Created and maintained Customer analytics dashboards for leaders and teammates, identifying sales renewal discrepancies, and project development timelines

Cloud Customer Success Manager, Tableau - a Salesforce Company | Seattle, WA

Feb 2014 - Feb 2018

- Led technical guidance and consulting for Tableau Cloud products, maintaining an 82% retention rate Y.O.Y. of sites containing 5 or more active users
- Led a high-profile pilot project for Tableau's CEO, enhancing customer engagement across the United States - improving overall Tableau Cloud adoption by 30% M.O.M.
- Created and executed technical workshops, training sessions for clients improving their understanding and utilization of cloud-based analytical tools

THE ACTIVE NETWORK: 2011 -2014

Support team trainer/analyst, The Active Network | Bothell, WA

Mar 2013 - Feb 2014

- Analyzed Service Level Agreement (SLA) metrics, assessing issue frequency and team performance.
- Developed training programs for platforms such as Active Works Camps and Thriva 4.0.
- Liaised with Sales and Account Management for software updates and improvements.
- Delivered onsite consulting for high-revenue camp clients, tailoring solutions to their needs.

Client Support Specialist, The Active Network | Bothell, WA

Oct 2011 - Mar 2013

- Collaborated with Swimming Community account managers, explaining Active Works Swim features and benefits.
- Managed project coordination and client communication for Active Works swim product implementations.
- Escalated product issues to development teams, improving Active Swim solutions.
- Enhanced customer retention through exceptional service and efficient follow-ups on client projects.

EDUCATION

General Assembly | New York, NY

Software Engineering Immersive

November 2023 - February 2024

Full-stack software engineering immersive student in an intensive, 500+ hour program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies. Developed a portfolio of individual and group projects

Project Management Institute | Remote

Green Belt of Six Sigma Methodology

November 2022 - January 2023

Comprehensive Six Sigma Green Belt certification, focusing on the DMAIC approach to process improvement. Gained over 100 hours of training in advanced problem-solving and statistical analysis techniques. Led a project to implement Six Sigma principles, significantly enhancing operational efficiency and quality

University of Washington | Seattle, Wa

Political Science & Law, Societies, and Justice

September 2005 - March 2009

Bachelor of Arts