

Lucy Boone

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EXPERIENCE

Delivery Manger, Klarna, January 2023-Present Los Angeles, CA

- Serve as the technical lead for a portfolio of more than 35 enterprise accounts across diverse industries, designing tailored integration solutions that support each client's business goals
- Lead new merchant partners through end-to-end front-end and back-end implementation of Klarna products, such as JavaScript libraries and Klarna Payments APIs, to create best-in-class integrations Collaborate with business development to identify and deliver merchant growth opportunities, such as expanding into additional markets or the implementation of new integration features
- Drive successful adoption of new products and channels within existing merchant integrations - such as express checkout functionality or native iOS/Android integration - owning the solution lifecycle from discovery to go-live
- Validate and optimize new integrations through rigorous testing, ensuring solution adheres to best practices and user experience standards before launch Continuously monitor and optimize merchant integrations, proactively resolving issues and improving solution design to reduce revenue risk and increase conversion rate
- Captain an internal team dedicated to on-going training and education for Solution & Delivery colleagues, as well as acting as a trainer and mentor to new hires

Sales Engineer, Safe Haven, LiveRamp, April 2021-January 2023

- Lead product demos, discovery sessions, and technical Q&A discussions for executive-level stakeholders, educating them on Safe Haven's data collaboration and security & privacy-at-scale value propositions
- Supported core sales and account teams in pitching Safe Haven to new & existing clients by designing data workflows and solution collateral for prospects in multiple industries Served as a subject matter expert for RFI and RFP requests, translating requirements into solution-oriented responses that demonstrated Safe Haven's value
- Enabled account executives and Solution Engineering leads to confidently position Safe Haven when pitching through the creation of sales playbooks and in-depth training Advised on issues, enhancements, and non-standard product use requests to the Safe Haven product team, shaping the platform's evolution based on the needs of clients and prospects

Technical Sales Engineer, Roku, October 2019-March 2021

- Acted as the independent ad agency lead for Technical Sales Engineering team
- Provided in-market technical support and platform demos for the OneView Ad Platform to both new & existing clients, translating platform capabilities into effective advertising solutions
- Educated clients & prospects on the value proposition of the combined dataxu + Roku identity graph, connecting technical functionality to measurable outcomes
- Interfaced with product and engineering teams for product feedback and issue resolution
- Collaborated with third parties such as mobile measurement partners to implement and test solutions within the platform

Sales Engineer, BloomNation, February 2018-October 2019

- Oversaw 50+ new website launches for clients, and handled a large portion of company operations Managed DNS for 2000+ websites
- Trained end users and managed all technical aspects of new website launches for accounts above \$100,000 in revenue Performed technical discovery for enterprise-level prospects (\$150,000 - \$1,200,000 in revenue)
- Received technical escalations from Support team
- Provided ad hoc report building and analysis for Sales, Sales Operations, and Support teams

Product Support Engineer, BloomNation, February 2016-November 2017

- Acted as the bridge between the sales & support teams, and the engineering team to help define product roadmap and feature enhancements
- Investigated, documented, and escalated new and existing platform bugs or improvements to maintain site stability
- Worked directly with clients to resolve technical issues, and educate internal & external clients alike within training sessions
- Lead responsibility for Salesforce needs (reporting and updates), and the development of new Salesforce processes or uses

Contract Developer and Project Manager, Multiple, Inc, February 2016-August 2016

- Implemented websites into code based on layout from design team
- Front end development in HTML, CSS, and JavaScript, using additional technologies and languages such as PHP, as needed
- Backend development executed as client need dictates
- Oversaw all projects for development team, assess and dictate timelines, and keep design team and management updated on progress
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Strategic Account Manager, Groupon, January 2015-November 2015

- Promoted to Strategic Account Manager
- Managed \$21 million in account revenue in the East Coast and Southeast marketplaces
- Life cycle management for 20 - 35 merchants/week from deal prep to successful implementation of their online campaign
- Provided technical support for web and mobile products to merchants utilizing the platform
- Negotiated new contracts with featured merchants, generating \$100,000+ GP for company
- Became the go-to person for resolving complex issues within the merchant set of tools

Account Manager, Groupon, February 2011-January 2015

- Provided full service while upselling a variety of products and services to merchants
- Assist with the development of the Merchant Services department by coaching, evaluating, and developing new hires; coach and mentor for dozens of teammates and coworkers
- Helped develop self-service tool for Groupon and acted as point-person for 60 person team

EDUCATION

Dev Bootcamp Web Development, Dev Bootcamp, Chicago, IL November 2015

Dev Bootcamp was a 19-week intensive training program for aspiring web developers, specializing in

Ruby, Rails, HTML5, CSS, Test Driven Development, Object-Oriented JavaScript (AJAX, JQuery), Git and Source Control, Heroku and Agile Development

Bachelor of Arts in Art History, Cornell College, Mount Vernon, IA

SKILLS

E-commerce expertise JavaScript & HTML/CSS API integration and testing Relationship building & account management Cross-functional collaboration Solution engineering Technical leadership Integration optimization Product support and troubleshooting

REFERENCES

References available upon request