

# SHAMOI ELMES

## Technical Account Manager

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Dynamic Technical Account Manager with five years of experience delivering superior technical support and driving client satisfaction. Expertise in problem resolution and customer relationship management fosters strong, lasting partnerships. Proven ability to collaborate with cross-functional teams to optimize product solutions and enhance service delivery. Committed to continuous improvement and adapting to client needs, ensuring tailored support and solutions for every challenge. A dedicated professional poised to elevate client experiences and operational success.

## Career Experience

### Yardi Systems , Remote - Georgia Technical Account Manager

May 2025 – Present

- Deliver exceptional technical support, ensuring timely resolution of complex client issues.
- Cultivate strong relationships with clients, enhancing satisfaction and loyalty.
- Collaborate with cross-functional teams to optimize product solutions and services.
- Analyze client needs and provide tailored recommendations for product utilization.
- Monitor performance metrics, driving continuous improvement in service delivery.

### Yardi Systems, Remote - Georgia Associate Technical Account Manager

May 2023 – May 2025

- Delivered advanced customer support by assisting clients with troubleshooting complex issues.
- Trained clients effectively while fostering meaningful relationships through strong interpersonal skills.
- Researched and learned new concepts proactively to meet diverse client needs.
- Achieved top performance metrics, reflecting commitment to client success and excellence.
- Collaborated with cross-functional teams to enhance service delivery and operational efficiency.

### Randstad, Atlanta Compliance Auditor

January 2022 – April 2023

- Provided compliance auditing support for Yardi Systems under Randstad contract.
- Collaborated with upper management to align compliance efforts with organizational goals.
- Conducted audits of federal funding applications to ensure regulatory adherence.
- Assisted in data reporting and analysis for informed decision-making.
- Adapted to evolving compliance policies and regulations, demonstrating flexibility.

### PRO Unlimited, Atlanta Help Desk Analyst

May 2019 – August 2021

- Delivered exceptional technical support to clients, enhancing overall satisfaction and retention.
- Diagnosed and resolved complex technical issues, ensuring timely solutions and minimizing downtime.
- Collaborated with cross-functional teams to develop tailored solutions that improve service delivery.
- Maintained detailed records of customer interactions and technical issues for future reference.

- Debugged software, identified root causes, and proposed solutions to software issues
- Assisted customers with technical issues, troubleshooting a variety of hardware and software problems
- Provided technical support to customers over the phone and via email, resulting in a higher customer satisfaction rate
- Identified and escalated complex customer issues to the appropriate department for resolution

## Education

High School Diploma  
MS New Summit School, August 2009

## Technical Proficiencies

Project Management

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Problem Resolution

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Data Entry

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Critical Thinker

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Customer Relationship Management (CRM)

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Team Collaboration