

Reuben Modell

Customer-Facing Technical Operations Leader

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SUMMARY

Customer-facing technical operations leader with 13+ years of experience driving complex software and operational initiatives from problem definition through execution.

Partners with executives, stakeholders, product, engineering, and operations teams to resolve issues, improve processes, deliver reporting, and translate business needs into clear priorities.

Known for building trust quickly, staying organized in ambiguous environments, and helping teams deliver practical outcomes that support customers and end users.

CORE SKILLS

- Customer Success & Communication
- Customer relationship management
 - Stakeholder communication
 - Cross-functional collaboration
 - Issue resolution
 - Technical translation

- Operations & Workflow
- Customer reporting
 - Project management
 - Process improvement
 - Product feedback
 - Data/reporting literacy
 - Workflow automation
 - AI-enabled operations

EDUCATION & DEVELOPMENT

New Jersey Institute of Technology
Master of Science, Management Information Systems
Completed January 2011

Dale Carnegie - Skills for Success
2019

EMPLOYMENT HISTORY

Director, Product Operations / Technical Lead

November 2021 - June 2025

GPARENCEY | Howell, NJ

- Served as a bridge between business stakeholders, product, engineering, and external partners to clarify needs and unblock delivery.
- Coordinated cross-functional execution across leadership, product, operations, design, marketing, and development.
- Built reporting and planning routines that improved visibility into priorities, status, and handoffs.

Technical Operations Manager

August 2020 - November 2021

Eastern Union | Howell, NJ

- Managed migration from third-party tools to internal systems and improved operational control.
- Supported onboarding, training, and issue resolution for team members and business partners.
- Improved KPI visibility and cross-business workflow coordination.

Software Analyst

October 2015 - August 2020

CardCash | Lakewood, NJ

- Developed automated workflows to reduce manual processing.
- Partnered across departments to improve operational systems, testing, and reporting.
- Turned recurring process issues into documented fixes and clearer handoffs.

Web Developer

February 2013 - October 2015

Central Analysis Bureau | Lakewood, NJ

- Built internal tools supporting staff workflows.
- Worked with users to clarify needs and improve usability.

Web Developer

July 2012 - February 2013

New York Guest Services | New York, NY

- Maintained website features and internal systems.
- Learned to translate business needs into practical updates.