

Joseph Ruiz Yurkanin

josephryurkanin@gmail.com ❖ josephryurkanin.com ❖ Austin, TX ❖ GitHub: jryurkanin

WORK EXPERIENCE

LabKey Software

Mar. 2022 – Present

Technical Account Manager II

Remote - Austin, TX

- Strategically supported enterprise-level and highly complex user accounts by delivering a gold standard experience to key stakeholders, resulting in 100% account retention, 20% average increase in account ARR in 2024, and 82 NPS score.
- Led cross-functional program management for electronic health record development and implementation, identifying opportunity areas for product enhancements, dispute resolution, global expansion, and consultative technical solutions.
- Worked closely with internal and external teams—including Product, Support, and Account Management—to provide operational guidance on API integrations (Python, JavaScript) and complex SQL queries, proactively troubleshooting and eliminating process friction to accelerate product adoption.
- Mentored team members on the use of LLM AI tech for critical workflows and advanced technical troubleshooting, while consistently engaging in user-facing meetings and designing scalable processes for continued user success.

Inzata Analytics

Jan. 2021 – Mar. 2022

Customer Success Manager

Tampa, FL

- Oversaw a portfolio of enterprise clients, leading pre-sales discovery calls and converting marketing leads into sales leads by providing consultative technical and business-level guidance, from initial engagement to proof-of-concept demonstrations.
- Retained 100% of accounts by delivering exceptional onboarding experiences, robust training programs, and advising on ETL best practices, data model design, and advanced Python- and SQL-based analytics solutions.
- Coordinated cross-functionally—including Operations and Product teams—to implement advanced data visualization and analytics use cases, enabling clients to scale more efficiently and adapt to business expansion.
- Led full-lifecycle project and account management, ensuring seamless handoffs from pre-sales through implementation and support, while building and distributing user-facing content to drive optimal product utilization.

Xylem

Sep. 2019 – Dec. 2020

Technical Support Engineer

Chicago, IL

- Managed enterprise-level accounts generating \$40M+ in annual sales, ensuring robust client satisfaction through proactive technical troubleshooting, consultative product recommendations, and long-term relationship management.
- Collaborated cross-functionally with Purchasing, Operations, and other departments to optimize customer call routing and qualification, applying Six Sigma and Lean methodologies to reduce lead times and eliminate process friction.

Harris Associates

May 2019 – Aug. 2019

IT Consultant - Contract

Chicago, IL

- Provided high-pressure technical support on mission-critical systems, collaborating with diverse, cross-functional teams to resolve production challenges swiftly and ensure minimal downtime.

PROFESSIONAL CERTIFICATES

AWS Certified Cloud Practitioner (2025)

Online Certification - Amazon Web Services

EDUCATION

Western Governors University

2024

MBA, Information Technology Management

University of Illinois at Urbana-Champaign

2019

BS, Chemical Engineering

SKILLS, & INTERESTS

- **Skills:** Client Engagement and Relationship Management, Project Management, Pre-sales and Discovery Calls, Technical Support and API Troubleshooting, Data Analytics and Visualization, SDLC Management, Technical Documentation, Strategic Communication, Java, Python, R, JavaScript, Solution Design and Implementation, Business Needs Assessment, Budget Management, Revenue Growth and Retention Strategies
- **Interests:** International Travel, Barbecuing, Hiking, Programming Side Projects, Chess, Watch Collecting