

## Eoghan Hughes

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### Objective Statement:

Experienced **software release and support professional** with a strong background in **release coordination, stakeholder management, and leadership** within the **IT industry**. Proven ability to **plan, schedule, and execute software releases**, manage internal testing processes, and facilitate structured feedback loops to drive product improvements. A **strong relationship manager and team leader**, adept at collaborating with **cross-functional stakeholders, mentoring teams, and driving performance improvements**. Passionate about ensuring **smooth, high-quality releases across multiple platforms** through strategic alignment with **development, QA, and production teams**. I am currently seeking to leverage my expertise in **software deployment, stakeholder engagement, and team leadership** to enhance product stability, compliance, and the overall user experience.

### Skills:

**Software Release Management:** Scheduling, Deployment, Post-Release Monitoring

**Testing & Feedback Integration:** Structured Testing, Iterative Improvements

**SaaS & Product Management:** Feature Prioritization, Customer-Centric Roadmaps

**Data Analysis & Reporting:** Tracking KPIs, Customer Insights, Telemetry Analysis, Tableau, SQL, Php, Ruby

**Process Improvement & Automation:** Workflow Optimization, SOP Development

**CRM & Ticketing Systems:** Zendesk, Jira, Salesforce, Hubspot

**People Management:** Hiring, Training, Performance Coaching, Conflict Resolution & Problem Solving

**Stakeholder & Relationship Management:** Internal & External Communication, Cross-functional Collaboration

**Mentorship & Staff Development:** Career Growth, Knowledge Sharing

**Customer Experience Management:** Customer Advocacy, Service Excellence

**Troubleshooting & Issue Resolution:** Technical Support, Root Cause Analysis

**Onboarding & Training:** Workshops, Documentation, Knowledge Base Management

Process Documentation & SOP Development

**Release & Deployment Coordination:** Risk Assessment, Go/No-Go Decisions

Change Management & Continuous Improvement

**Customer Experience Management:** Customer Advocacy, Service Excellence, Onboarding & Training

**Troubleshooting & Issue Resolution:** Technical Support, Root Cause Analysis

## **Professional Experience:**

### **September 2021 - September 2024 Ex Ordo**

Title: Head of Customer Support

- Responsible for Customer Experience in the Customer Support Team.
- Hired, trained and managed a team to deliver exceptional Customer Experience with a consistent CSAT of 98%
- Run 121s and maintain accountability in the Support Team through extensive reporting and monitoring KPIs, including CSAT, AHT, FCR and with quality spot checks.
- Work alongside the Product team to prioritise features and break down customer needs and run external Beta and soft-launches.
- Advise the Product team on the current roadmap and the engineering team on time sensitivity and maintain the customer feedback loop.
- Ran multiple projects, including introduction of a new CRM, splitting out my unit into the Support and Success functions, reducing calltime overhead, development of internal knowledge sharing and more.
- Worked directly with with company founders, the c-suite and other stakeholders to influence and create long term company strategies.

### **June 2019 - September 2021 Ex Ordo**

Title: Senior Customer Success Manager

- Onboard and Train customers globally, managing the deployment and maintenance of customer web platforms.
- Troubleshoot and resolve customer issues in a timely fashion - AHT of below 20 minutes, 90%+ FCR.
- Managed 70+ customers at a time, book of business of 500-700k at a time.
- Maintain customer records within our suite of CRM softwares and update Sales team on retention.
- Advocate for the customer with internal product and engineering teams.
- Update and manage both internal and Customer-facing documentation in line with new product enhancements.

### **January 2016 – April 2019 Electronic Arts Ireland**

Title: Consultant Team Manager

- Worked with 2 teams ranging from multi-cultural Tier 1 teams to Tier 2, Manual Investigations and Specialist Consultants.
- As part of managing the FIFA Manual Investigations team I had to dig in to raw data in order to monitor effective queue management - developed and enhanced manual reports based on exported data.
- Worked directly with an in-house R&D team to develop, test and enhance Software designed to generate advanced team reporting .
- Worked with Global Process teams in order to modify and improve processes that Consultants and Advisors would use on a daily basis, providing reporting based on queries provided by advisors.

**September 2016 – January 2017 Electronic Arts Ireland**

Title: Tier 2 Specialist Consultant

- Addressing issues with advisors that standard troubleshooting has failed to address.
- Monitoring issues that are coming in from advisors and noticing any trends in issues and forward critical issues to the Expert team for investigation.
- Noticing any gaps/broken links in processes that may need to be addressed to ensure that agents are able to address customer issues efficiently and reaching out to Global Process for an update.

**January 2016 – September 2016 Electronic Arts Ireland**

Title: Team Manager (Secondment)

- Understanding the individual members of my team, their goals, motivations and personalities, in order for me to be able to get the best possible performance from them.
- Performing quality assessments for agents under multiple internal quality initiatives.
- During my time with the team I was able to turn a number of agents who struggled with KPIs into high performing agents. Also coached 3 agents into promotions within the company.
- Worked closely with Real Time Analysis to ensure that customers were able to receive support promptly and efficiently, ensuring that our agents were in the channels where and when they were needed.
- Worked on multiple projects outside of regular Team Manager duties, including the Kudos programme and worked towards improving knowledge for Tech agents with regards to mobile products.
- Completed a report for the Global Director of Live Support, Patrina O'Brien to make a case for converting my team from temporary positions over outsourced agents. All members were subsequently converted to permanent positions.

**February 2012 – January 2016 Bioware Ireland/Electronic Arts Ireland**

Title: Tier 3 Customer Support Representative/FIFA Support Advisor/ Origin- Maxis - Play Advisor/ Console Tech Support Advisor/ Tech Specialist

- Serving customers by providing them with a high level of support by providing first contact resolution for any issues that they may have across multiple products.
- I was tasked to revise new process changes and sit in on process meetings to highlight any apparent issues.
- I was selected on 2 occasions to work directly with our Vendor Manager for Teleperformance Lisbon over the course of the launch of Battlefield 4 as a Subject Matter Expert. This included, but was not limited to, sitting in on "War Room" meetings and allowed me to feedback details regarding outstanding issues over launch to Experts and the Studios directly.
- While acting as floorwalker on site in Lisbon, I had the opportunity to sit with agents, and get feedback from the majority of the floor about work, the toolset, any issues that they experienced on a day to day basis. This was then provided back to vendor management so that these points could be addressed to allow the advisors to thrive in their workplace.
- Formerly Team Captain on Origin/Maxis/Play which delegated me to assist advisors that may have queries about cases so that we could provide a more immediate solution to customers and to handle any escalations.

- I was selected to perform Quality Calibration with French language agents using internal methods. I achieved 100% calibration with other sites using these methodologies.

**May 2008 - February 2012 Cashbook Ltd.**

Title: Product Consultant

- Implementation of Cash Management Software modules to customer sites worldwide in a Test and then Live ERP environments.

- Train employees in how to use the software to a high degree and then provide off -site phone and email support.

- Sat in on early stage sales pitches to provide first-hand experience and case reports of successful launches should the potential customer require an expert opinion.

- Ensured that the quality of the product was of a high standard before implementation through a rigorous Quality Assurance testing process in a test environment built on Customer data.

- While on-site, feed back changes that were required to the in-house development team in order to meet the needs of the end users and, once completed, test again in the on-site test environment.

- Create extensive and in-depth user guides for the platform and keep them updated.. These guides were provided to new users after each successful project for reference.

- I was tasked with the pilot implementation of Credit Management sister software which was a resounding success.

**Education:**

<b><u>Qualification:</u></b>	<b><u>Institute:</u></b>	<b><u>Year Awarded:</u></b>
Employee Assistance and Social Support	University of Galway	2019

<b><u>Qualification:</u></b>	<b><u>Institute:</u></b>	<b><u>Year Awarded:</u></b>
BA in European Studies (Honours)	University of Limerick	2008

<b><u>Qualification:</u></b>	<b><u>Institute:</u></b>	<b><u>Year Awarded:</u></b>
Leaving Certificate	St. Josephs Vocational, Newport	2004

**Hobbies and Interests:**

**Music:** I'm an active musician that has written and recorded multiple EPs, some of which are available on streaming platforms. I continue to write and record both original tracks and cover version arrangements in my home studio. I am also a collector of vinyl LPs.

**TTRPGs:** I have been running a DnD campaign for 5+ years and have been playing another for 3+ years.