

Jeff Tuel

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Summary

Experienced professional with a background in technology, training, and user enablement, seeking to transition into implementation and post-sales support. Skilled in guiding cross-functional teams through complex systems and software adoption with a focus on clarity, communication, and long-term value. Passionate about improving the user experience and supporting teams as they navigate change and growth.

Professional Experience**Avaya**

Product Marketing Manager – AI & Conversational Platforms

June 2024 – November 2024

- Led the implementation and adoption of an internal AI platform, coordinating with engineering, UX, and business teams to ensure user-friendly rollout.
- Delivered training and support resources to encourage adoption and simplify workflows across sales and marketing departments.
- Partnered cross-functionally to define requirements and ensure solutions were aligned with team needs and business goals.
- Collected and acted on feedback to drive improvements, leading to measurable gains in efficiency and satisfaction.

Freelance Consultant

October 2023 – June 2024

- Supported clients in identifying and implementing technology solutions based on operational goals.

- Delivered workshops and training sessions on new tools and systems with an emphasis on accessibility and adoption.
- Helped leaders translate technical concepts into business outcomes and developed custom learning materials for internal use.

Slalom

Business and Technology Consultant

June 2022 – September 2023

- Managed implementation of an AI-enhanced sales workflow system, collaborating with technical and business stakeholders.
- Created training documentation and led sessions to support adoption of new platforms.
- Partnered with product, UX, and engineering teams to align requirements and deliver user-focused solutions.

Coastal Cloud

Associate Consultant

February 2022 – June 2022

- Designed and delivered CRM training sessions for clients to support post-implementation adoption.
- Collaborated with clients to customize systems, improve workflows, and streamline day-to-day processes.
- Facilitated change management and ensured alignment across teams.

Uber

Independent Contractor

August 2017 – January 2022

- Maintained a perfect 5-star customer rating over 500+ rides.
- Demonstrated strong organizational skills and self-discipline while managing flexible hours during school.

Geek Squad

Double Agent (In-Home Repair Technician)

October 2013 – August 2017

- Repaired networking and hardware issues in home and business environments.
- Provided consultative customer service that led to the highest team sales.
- Increased satisfaction scores across the region through positive customer interactions.

Campus Tech Repair Center

Founder / Lead Technician

June 2011 – October 2013

- Founded and managed a campus repair center and led daily operations.
- Secured Apple certification and trained student staff.
- Developed repair templates and customer service processes.

Skills

- Technical Implementation Support
- Client Onboarding and Enablement
- User Training and Workshop Facilitation
- Cross-Functional Collaboration
- Learning Content Development
- Customer Relationship Management
- Product Adoption Strategy
- Change Management
- Project Coordination

- SaaS and EdTech Environments
 - Data-Driven Feedback Loops
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Education

The University of Texas at Dallas

Graduated with Honors

Bachelor's Degree in Information Technology and Systems

December 2021