

Charles A. Ackerman, Jr.

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Fleet Technology Support Specialist | Telematics & SaaS Platform Support | Remote Operations

PROFESSIONAL SUMMARY

Fleet industry professional with over 22 years of experience supporting enterprise fleet management platforms, driver services, and operational systems at Element Fleet Management. Skilled in troubleshooting web applications, managing user access and security permissions, and assisting fleet clients with platform functionality.

Experienced in user provisioning, role-based access management, password resets, account security administration, and mobile fleet application support. Proven ability to deliver high-quality customer support, train internal and external users, and maintain operational efficiency in high-volume environments.

Fully remote professional since 2019 with extensive experience supporting distributed teams and nationwide fleet clients.

CORE SKILLS

Fleet Technology Support

Telematics Platform Support

Identity & Security Administration

User Provisioning & Access Management

Fleet Operations & Driver Support

Mobile Application Support

Quality Assurance & Process Improvement

Customer Care & Technical Troubleshooting

Salesforce, ServiceNow, Five9

Training & Webinar Instruction

Mitchell Estimating System

Body Shop Desk Audits

PROFESSIONAL EXPERIENCE

Element Fleet Management (formerly PHH Arval) | Owings Mills, MD | Remote since 2019

Web Application Support Specialist | (2019 – Present)

- Troubleshoot user access, authentication, and platform functionality issues using Salesforce and ServiceNow
- Provide technical support for enterprise fleet management platforms used by internal teams and external clients.
- Provision and manage user accounts, including role-based access permissions for fleet administrators and internal teams
- Perform password resets, account unlocks, and security-level assignments to maintain proper system access
- Support the company's mobile application used by fleet drivers, assisting with login issues and platform functionality
- Manage high-volume support communications through the Five9 call management system

- Deliver monthly training webinars for internal employees and external clients on system navigation and platform features
- Conduct quality assurance analysis for a four-person support team to maintain departmental service metrics

Estimates Auditor | Driver Consultant (2004 – 2019)

- Served as the primary support contact for corporate fleet drivers following accidents and roadside incidents.
 - Performed desk audits of body shop repair estimates using the Mitchell system, verifying parts and labor accuracy to ensure cost-effective vehicle repairs for fleet clients. (2011 - 2014).
 - Managed accident response, roadside assistance, and rental vehicles, for multi-state programs.
 - Provided cross-functional support for Customer Care teams during high-volume periods
 - Performed User Acceptance Testing (UAT) for system enhancements and upgrades
 - Conducted quality audits and assisted with training new team members
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Violations Manager (2003 – 2004)

- Managed processing and payment of parking and traffic citations for fleet vehicles
 - Implemented digital documentation procedures to streamline departmental processes
 - Submitted operational improvement ideas through internal innovation programs
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PREVIOUS EXPERIENCE

PDP Group, Inc. | Data Entry / Fax Technician | 2000 - 2003

Absolute Quality, Inc. | Software Tester / Technician | 1999 - 2000

CompUSA | Customer Service Representative | 1998 - 2000

AWARDS & RECOGNITION

Workhuman Bravo Awards (2019 - Present): Received 6-7 recognition awards annually for exceptional technical support and operational assistance.

Legacy Performance Awards: Recipient of Winners Circle and Extra Mile awards for consistent performance excellence.

Process Innovation Contributor: Submitted 20+ operational improvement suggestions through the company Innovation Center.