

Roosevelt Segura

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PROFESSIONAL SUMMARY

Customer-focused professional with 7+ years delivering high-touch, high-trust service in demanding, fast-paced environments — including support to hundreds of professionals at finance, healthcare, biotech, and scientific organizations. U.S. Army Reserve veteran with overseas deployment experience and Search and Rescue training; known for composure under pressure, discretion with VIP clients, and a service-first mindset. Bilingual English/Spanish (native in both). Accustomed to structured, accountable, compliance-minded environments.

CORE STRENGTHS

- Customer service & VIP interaction — from walk-up clients to executive-level stakeholders
- High-volume problem resolution under SLA pressure; consistent 95%+ service compliance
- Bilingual: English (native) and Spanish (native, fluent professionally and casually)
- Team collaboration across distributed, multicultural, and cross-time-zone environments
- Safety, compliance, and accountability — HIPAA-regulated workplaces and military service
- Composed under pressure — emergency response trained; performed in joint-force deployment
- Reliable, on-time, and meticulous with documentation, handoffs, and follow-through

MILITARY SERVICE

Specialist (E-4), 12W Carpentry and Masonry — United States Army Reserve, Kuwait / Ocala, FL 2010 – 2018

- Deployed to Kuwait in support of Operation Inherent Resolve (Jul 2015 – May 2016) in a multinational joint-force environment
- Completed Search and Rescue training at the Florida State Fire College, Ocala, FL (Jul – Oct 2016) — emergency response and high-pressure decision-making
- Maintained readiness across an 8-year service commitment through continuous training, equipment accountability, and disciplined execution

PROFESSIONAL EXPERIENCE

Service Specialist — Peak Scientific, Westford, MA (Remote) Apr 2024 – Feb 2026

- Delivered first-line and second-line service to 100+ employees across North America in a 24/7 operating model
- Maintained 95%+ SLA compliance; triaged and resolved requests with attention to detail and follow-through
- Collaborated daily with global teams in India and Europe on cross-time-zone handovers, ensuring seamless 24-hour coverage
- Identified recurring service patterns and recommended improvements that reduced repeat issues

Service Desk Specialist — Foundation Medicine, Cambridge, MA Oct 2023 – Mar 2024

- Provided first-line service to 500+ employees and laboratory staff in a regulated healthcare environment (HIPAA)
- Onboarded 15+ new hires per month with careful attention to documentation, confidentiality, and compliance
- Supported business continuity procedures during major service incidents, minimizing downtime

Client Services Specialist — Ventus Therapeutics, Waltham, MA Jul 2022 – Jun 2023

- Supported 100+ users across daily service needs, new-hire onboarding, and office relocation logistics
- Built a structured service request process from the ground up, formalizing a responsive client experience
- Coordinated complex infrastructure transition during office relocation with zero unplanned downtime

Client Support Specialist — Jounce Therapeutics (contract), Cambridge, MA Jul 2021 – Jul 2022

- Managed full client lifecycle from onboarding through offboarding with attention to secure handoffs
- Supported high-profile 50+ person events with responsibility for audio/visual setup and execution
- Resolved daily client requests with accuracy and discretion; investigated service alerts
- Administered cloud storage and collaboration tools serving the full organization

Client Support Analyst — Massachusetts General Hospital, Boston, MA

May 2019 – Jul 2021

- Key contributor to a department-wide workstation upgrade affecting 200+ employees across two major Boston hospitals
- Provided desk-side and remote client service for Radiology and Radiation Oncology in a regulated healthcare environment

LANGUAGES

- English — fluent
- Spanish — native, fluent (professional and casual settings)

CERTIFICATIONS & TRAINING

- U.S. Army Basic Training and 8 years of Reserve service (2010–2018)
- Search and Rescue Training — Florida State Fire College (2016)
- AWS Certified Cloud Practitioner (2023) — Amazon Web Services
- Microsoft Azure Fundamentals, AZ-900 (2021) — Microsoft
- CompTIA Security+ (earned 2016)

EDUCATION

B.S. in Computer Science (in progress) — Southern New Hampshire University (SNHU)

Apr 2026 – Present