

Clay Landers

✉ ClayRLanders@gmail.com | 📱 (409) 692-9331 | 📍 Southport, NC | 🔗 [LinkedIn](#) | 🖥 [GitHub](#) | 🌐 [Website](#)

Professional Experience

Descartes Systems Group (Remote)

April 2024 – Present

Technical Account Manager (Post-sales/Integrations)

November 2025 – Present

- Owned post-sales technical relationships for enterprise customers, serving as the primary escalation point for TMS configuration, integrations, and operational workflows
- Diagnosed and resolved complex system and data issues across TMS platforms and third-party integrations, coordinating with Engineering and Product as needed
- Advised customers on best-practice configurations and process improvements to improve system reliability, adoption, and long-term success

Customer Support Specialist

April 2024 – November 2025

- Delivered technical support for freight brokerage clients on a TMS platform, resolving complex system and integration issues through effective case management
- Partnered with Engineering and Product to document bugs, improve platform functionality, and guide customers on best-practice usage

Desktop Support Technician | Marion ISD (Marion, TX)

May 2023 – December 2023

- Provided technical support for 200+ users, managing Windows environments, device configurations, and network connectivity
- Implemented proactive system updates and security configurations, improving operational reliability and response efficiency

Open Deck Carrier Specialist | Arrive Logistics (Austin, TX)

March 2022 – April 2023

- Managed carrier relationships and freight execution using TMS platforms, resolving real-time transportation issues to ensure on-time delivery
- Leveraged operational and performance data to provide insights that improved service quality and customer satisfaction

Carrier Sales Representative | BNSF Logistics (New Braunfels, TX)

October 2018 – March 2022

- Managed 250+ monthly shipments using TMS platforms, coordinating carriers and customers to ensure on-time execution
- Built and maintained a reliable carrier network, resolving in-transit issues quickly to drive customer satisfaction and retention

Education

Bachelor of Science, Business Administration – IT Management

Western Governors University | December 2022

Certifications

- CompTIA A+ (July 2023)
- Google Professional Workspace Administrator (November 2023)