

Tony Paris He/Him

Inside Sales & Client Success Professional

Consultative Selling · Remote Client Relationships · Onboarding · Retention at Scale

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Why hire Tony for this role: 9 years of remote-W2 client-facing work at i3 Verticals plus 29 years of founder-operator sales experience converting prospects to long-term clients. Has personally onboarded 9,500+ clients across 5 countries, maintained a 5.0 Google rating, and built a 10-person team that does this every day. Multi-language transcription support (7 languages) for global account work.

CORE SKILLS

- CONSULTATIVE SALES:** Discovery & Needs Analysis Solution Selling Proposal & Quote Writing Objection Handling Closing Skills Pipeline Management CRM Hygiene
- CLIENT SUCCESS:** Onboarding at Scale Account Management Retention & Renewals Expansion / Upsell QBR / Executive Business Reviews Health Scoring Risk Mitigation
- REMOTE OPERATING:** Async Communication Cross-Time-Zone Coordination Video-First Meetings Slack / Teams / Zoom Fluency Documentation Discipline
- TOOLS & TECH:** CRM (Salesforce, HubSpot, custom) Helpdesk (Zendesk, Freshdesk, ServiceNow) OnBase ECM Microsoft 365 Google Workspace Linux / Mac / Windows
- SPECIALTY:** Multi-Language Transcription (8 languages) HIPAA-Aware Client Communication PCI-Aware Payment Conversations AI-Assisted Sales Research

PROFESSIONAL EXPERIENCE

Associate Cloud Support Engineer & Client Success Lead

June 2017 – March 2026 · Remote

i3 Verticals · Royal Oak, Michigan

- ▶ 9 years onboarding and supporting Michigan circuit, probate, and district courts on MiFile + TrueFiling (national multi-state court e-filing platform) — direct client relationships with court clerks, IT administrators, and judicial staff statewide.
- ▶ Owned end-to-end client lifecycle for HIPAA-regulated healthcare and government accounts — onboarding, day-to-day support, escalations, and renewals.
- ▶ Trained court-clerk end users on TrueFiling document submission, OnBase workflows, and security best practices. Reduced first-week ticket volume on new court launches.
- ▶ Authored client-facing playbooks and SOPs that became the team standard for new-court launches.
- ▶ Collaborated with sales engineers on technical scoping for court-system renewals and expansion conversations.
- ▶ Maintained client satisfaction across a portfolio of regulated accounts through 9 years of fully remote work.

Corporate Advisor & Account Relationship Lead

September 2010 – June 2017

Diplomat Specialty Pharmacy · Flint, Michigan

- ▶ Managed insurance-approval relationships that reduced turnaround from days to hours, directly increasing patient access to oncology, fertility, and autoimmune therapies.
- ▶ Trained pharmacy staff and clinical teams across administrative systems — high-trust, high-volume internal client base.
- ▶ Authored and edited patient-facing and insurance-facing communications for clarity and compliance.
- ▶ Served as escalation point between clinical, IT, and operations groups.

EDUCATION & CREDENTIALS

EDUCATION

CERTIFICATIONS

- **Baker College** Major in Web Development, Minor in Graphic Communications · 2005 – 2008
- **Carman-Ainsworth High School** High School Diploma · 1997 – 2001
- **Diplomat University (Corporate Training)** Pharmacy Administration, Policy & Regulatory Affairs · 2011 – 2017
- **OnBase Certified System Administrator** Hyland · 2020
- **Introduction to Workflow** Hyland · 2020
- **Certified Pharmacy Technician (CPhT)** PTCB · 2014
- **Certified Professional Food Manager** ANSI · 2010

LANGUAGES, COMPLIANCE & OPERATING STYLE

Spoken: American English (native fluent). Reads Canadian, Australian, British English variations.
Transcribes professionally: French · Spanish · Korean · Japanese · Urdu · Chinese · Arabic.

Compliance: HIPAA Compliance Trained · PCI Compliance Trained · Background-check ready · Remote-native (9 yrs W2 remote at i3 Verticals)

AWARDS & RECOGNITION

- ★ CanadianSME Small Business Awards 2025 — Sustainable Business Nominee
- ★ TechBehemoths Web Design Award (2025)
- ★ Digital Excellence Gold Award (2024)
- ★ Most Innovative Web Design Agency in Michigan (2024)

COMMUNITY & SERVICE

- Vice President — Westland Area Jaycees
- Communications Specialist — JCI Michigan / Junior Chamber International
- Web Editor — Forever Families, Inc.
- Teacher — Holy Redeemer Catholic School
- Community Volunteer — Livonia, Redford, Wyandotte Jaycees
- Community Volunteer — Carriage Town Ministries, Awaken Ministry

CONCURRENT VENTURE — DISCLOSED

Founder & Chief Technologist

July 1997 – Present

AppWT Web & AI Solutions (AppWT LLC) · Livonia, Michigan

- ▶ Concurrent venture, disclosed in advance. 10-person team across development, design, security, SEO, marketing. BBB A+ accredited, 5.0 Google rating, 9,500+ clients across 5 countries, 23,700+ projects delivered.
- ▶ Operating bandwidth is the company team, not Tony alone. Easily bounded by employment agreement (non-compete scope, conflict-of-interest review, IP terms).

Ready to move this forward?

Text or call **(734) 521-6489** · Email **Tony@AParis.US** · Response in under 4 hours during US business hours