

CLINT FOWLER

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PROFESSIONAL SUMMARY

Customer Success-oriented digital strategist with 10+ years of experience helping businesses, agencies, and internal stakeholders adopt new tools, improve workflows, and drive results across web, data, and operations. Blends client education, data analysis, and UX-driven development to turn complex platforms into every day, value-producing tools. Experience spans eCommerce brands, national data programs, healthcare and aviation operations, and small businesses through Tako Mojo. Known for building long-term relationships, translating data into strategy, and coaching non-technical users to confident adoption.

CORE COMPETENCIES

Customer Success & Client Strategy

Client Relationship Management • Onboarding & Training • Requirements Discovery • Stakeholder Management • Strategic Account Support • Process Optimization • Retention & Adoption Focus

Client Education & Enablement

Workshops & Training • Documentation & Playbooks • Best-Practice Guidance • Change Management • Non-Technical Communication • Long-Term Partner Mindset

Data & Insights & Creative Performance

SQL & Data Analysis • Reporting & Dashboards • KPI Tracking • Turning Data into Narrative • Workflow Automation • Experimentation Mindset

Technical & Product Context

Web & Digital Systems • WordPress / WooCommerce • SEO & Structured Data • UX & Accessibility (ADA/WCAG) • Microsoft Office • Google Workspace • SQL • Python • Visual Basic • Palantir Foundry • Windows Server & Client OS

PROFESSIONAL EXPERIENCE

Tako Mojo, Inc. - Keaau, HI

Owner | January 2016 - Present

- Act as strategic advisor to local and remote clients, helping them plan, build, and optimize their web presence, content, and digital workflows.
- Design and implement custom WordPress-based solutions, then train clients to manage content, understand basic analytics, and use tools independently.
- Use SEO, accessibility improvements, and structured data to drive measurable gains in visibility and performance, while simplifying day-to-day operations for non-technical business owners.
- Build long-term relationships based on responsiveness, clear communication, and a focus on client outcomes, similar to a CSM-client partnership model.

Smartz - Remote

Developer | June 2023 - February 2025

- Built custom WordPress themes, blocks, and plugins for eCommerce and growth-focused brands, directly impacting engagement, conversion, and retention.
- Collaborated with account and strategy teams to align implementations with client goals, then iterated based on performance and feedback.
- Delivered responsive, cross-browser compatible experiences that improved site speed, UX, and mobile performance; core drivers of creative and campaign performance.
- Partnered with clients and internal stakeholders to explain technical tradeoffs and guide them toward solutions that balanced feasibility, budget, and impact.

ClearBridge Technology Group - Remote / National

Developer Analyst | November 2020 - June 2023

- Worked with stakeholders nationwide to automate and streamline complex data workflows, cutting manual data work by ~60%.
- Designed and delivered robust reporting using SQL, Python, and Palantir Foundry, helping teams analyze millions of records and uncover actionable insights.
- Led onboarding and knowledge-sharing that empowered hundreds of users to adopt Palantir-based solutions, increasing platform utilization and project success.
- Regularly translated technical and analytical concepts into clear, actionable guidance for business users; core to a Customer Success mindset.

Hilo Medical Center - Hilo, HI

Developer Analyst | September 2017 - August 2020

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- Led digital transformation projects including ADA-/WCAG-compliant touch signage that improved patient navigation and reduced capital costs by ~80%.
- Helped drive the transition to a cloud-based intranet, unifying communication and data access for hundreds of employees.
- Co-developed digital learning tools and documentation that reached thousands of users annually, significantly improving training quality and compliance.
- Acted as a bridge between technical teams and clinical staff, ensuring solutions actually worked for real users and workflows.

Andy Frain Services (Delta Airlines Operations) - Greater Atlanta Area

Data Analyst | November 2010 - December 2017

- Managed data analytics and digital process improvements for global clients, including Delta Airlines.
- Built automations and reports (SQL, Visual Basic) that gave operations leaders clear visibility into KPIs and informed decision-making.
- Reduced device management costs by ~80% while enhancing deployment and compliance systems for field devices.
- Functioned as a key point of contact for user support and issue resolution across thousands of users, strengthening satisfaction and trust.

Hula Honey Hive - Keaau, HI
Owner | May 2025 - Present

- Design and build top-bar beehives optimized for Hawai'i's climate, combining carpentry, practical beekeeping, and education.
- Create guides and resources that educate customers on hive management; another example of simplifying complex domains for non-expert users.

All Nippon Airways - Chicago, IL
Representative, Passenger Service | January 2009 - October 2011

- Created digital signage solutions to modernize the passenger experience and reduce capital costs.
- Improved baggage reporting and operational workflows while representing the airline in interline meetings.
- Balanced operational constraints with the need to deliver a positive customer experience; parallel to balancing product constraints with client expectations.

Delta Air Lines Global Services, LLC - Atlanta, GA
Passenger Service Agent, Lufthansa | January 2008 - January 2009
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- Delivered high-touch customer support in a high-volume international hub, maintaining service standards for a premium brand.
- Managed baggage, special services, and documentation with a focus on clear communication and efficient issue resolution.

Swissport - Atlanta, GA
Agent, KLM Royal Dutch Airlines | January 2007 - January 2008

- Coordinated ground operations and logistics (crew transport, cleaning, catering, baggage/cargo loading) to ensure on-time performance.
- Collaborated closely with multiple teams, honing cross-functional communication skills.

Kroger - Various Locations
Certified Pharmacy Technician | January 2005 - December 2007

- Managed prescription processing, records, and insurance claims with high accuracy in a retail, customer-facing environment.
- Built trust with patients and staff through reliability, clear explanations, and attention to detail.

Cardinal Health - Meridian, MS
IV Admixture Technician | January 2003 - January 2005

- Prepared medications and admixtures in a high-stakes hospital setting, maintaining precision and compliance under pressure.

US Navy

Hospital Corpsman & Pharmacy Technician | January 2000 - January 2005

- Managed pharmacy operations, inspections, and emergency medicine workflows supporting distribution of 52,000+ prescriptions annually and a \$178K+ budget.
- Trained personnel and improved processes, earning a Navy Achievement Medal and multiple commendations.

EDUCATION & CERTIFICATIONS

Bachelor of Business Administration (BBA) in Computer Information Systems

Georgia State University - J. Mack Robinson College of Business

Master's Degree in UX Design Strategy

Maryland Institute College of Art. (continued next page)

ADDITIONAL INFORMATION

- Hawaii resident; comfortable working remotely with distributed teams
- Flexible availability across time zones
- Protected Veteran (US Navy - Hospital Corpsman & Pharmacy Technician)
- Languages: English (Native), Japanese (Intermediate)