DANIEL GREEN

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Portfolio: https://greenie115.github.io/react-protfolio-v2/

SUMMARY

- Results-driven client success manager with a proven track record of excellent stakeholder communication
Leading and demonstrating gold standard operations for multiple franchise partners.
- A determined problem-solving individual able to prioritise workloads and delegate tasks effectively
- Adept in an agile setting; adaptable, quick to pick things up; brings enthusiasm and interest to every project.

TECHNICAL SKILLS

Languages: JavaScript | CSS | HTML
Technologies/Libraries: React | Node.js | GitHub | Vite | Tailwind | MUI

PROJECTS

Culinary Compass | Deployed Link | GitHub repo
- Serves as a high-end Michelin-star restaurant finder (Group project) to play locally
- Core responsibilities included star rating filtering, mobile responsiveness and contact us page.
- React,js, Vite, Tailwind CSS, React Router

Tic-Tac-Tie Game | Deployed Link | GitHub repo
- An interactive lightweight application built for two people to play locally
- Displays React.js best practices managing state effectively while keeping the App component lean
- React.js, HTML, CSS

README Generator | Video Walkthrough | GitHub repo
- CLI application that generates a project README.md file
- Building the entire application with a walkthrough explanation for others to understand practical use cases.
- Node.js, JavaScript, NPM Packages

Random Password Generator | Deployed Link | GitHub repo
- Generates a random password based on user input and defined peramiters
- Creating a lightweight password generator for ease of use and accessibility
- HTML, CSS, JavaScript

RELEVANT EXPERIENCE

Client Success Manager

Apr 2023 – Present

Pass The Keys
York, UK

Key Accomplishments:

- Utilized advanced problem-solving skills to manage and enhance client relationships, ensuring high retention rates and exceptional customer service. This resulted in an average 4.7 review rating month on month.
- Led the integration and effective use of technology, including CRM tools and internal platforms, to streamline operational efficiency and improve client satisfaction. Scoring the highest in our quarterly client survey allowing us to remain in the top 15 consistently across the country for KPIs
- Developed internal client systems for use across the network. Led the implementation of our client success matrix and portfolio performance review to improve franchise retention rates.

Business Development Manager

Jan 2022 – Mar 2023

Mediabodies
York, UK

Key Accomplishments:
- Managed key client accounts within influencer marketing, leveraging social media and marketing knowledge to drive successful campaigns.
- Excelled in client relationship management, employing strong communication skills to negotiate and close deals, ensuring client and influencer satisfaction.
- Implemented a new automated CRM outreach approach resulting in reducing outreach workload to 1 hour a day.

EDUCATION

edX Frontend Web Development Bootcamp

An intensive 16-week course focusing on modern front-end languages and frameworks used in today's development processes. The course covered the following topics in detail:
- UI/UX with CSS
- JavaScript & ES6
- REST APIs
- TDD & BDD
- Github and Deployment
- React

Sep 2023 - Jan 2024

We Are Digital | Digital Marketing Level 3

Covering advanced marketing principles, digital marketing strategies, consumer behavior analysis, brand management, marketing communications, and market research techniques. It aimed to enhance understanding and skills for practical application on Instagram, Facebook, LinkedIn and Website SEO.

Nov - 2021 - Feb 2022

BA in Performing Arts | De Montford University

Focusing on the interdisciplinary practices of mixed media in traditional theatre. Bringing together a deep analysis of technical application throughout the degree while maintaining core traditional practitioner theories.

2013 - 2016