

# Jesse Colligan

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## SKILLS

React, Redux, JavaScript, HTML5, CSS3, jQuery, D3.js, MongoDB, PostgreSQL, Ruby, Rails, Express, Git, Google Maps API

## PROJECTS

**Coronavirus Tracker** | (HTML, CSS, JavaScript, D3.js)

[live](#) | [github](#)

An interactive visualization built with D3.js of coronavirus spread globally

- Constructed a D3.js stacked bar graph of up to date coronavirus cases by country for accurate global dashboard
- Created data pipeline files from Johns Hopkins Univ Github repo (updated daily) to maintain a current data feed
- Implemented filters to digest data by different levels of granularity, allowing user to view information at global or country level

**MapMyPun** | (React/Redux, Rails, PostgreSQL, Javascript, Google Maps API)

[live](#) | [github](#)

Inspired by the fitness social network website MapMyRun

- Leveraged Google Maps APIs to calculate distance between user-generated points in real-time
- Structured front/backend authentication using BCrypt, react-router, and cookies to persist logins across sessions
- Deliver a home feed of completed workouts and routes ordered by creation date

**SchoolForce** | (MERN stack [MongoDB, Express, React/Redux, Node.js], Twilio API)

[live](#) | [github](#)

SchoolForce is a light CRM tool for school directors to communicate with parents 100% via SMS

- Spearheaded group of 4 developers as team lead, acting as code review manager to maintain clean master branch
- Organized git workflow and delegated tasks and to complete project scope in 1 week timeframe
- Integrated Twilio API and MongoDB via custom logic to send SMS messages from desktop app

## EXPERIENCE

**Neoway** - ~400 person Brazil-based SaaS data analytics consultancy

**Head of Professional Services (Manager)**

October 2018 - October 2019

*Main KPI: prove value for and close our first US-based enterprise customers to build operation in US market*

- Developed go to market strategy for sales, marketing, and servicing US-based customers
- Led two successful pilot projects, within 1 year closing two contracts worth total \$1 million Annual Recurring Revenue

**Director, Customer Success (Manager)**

July 2017 - Oct 2018

- Promoted after 1 year to Head of Prof Services to lead team of 3 data engineers, 1 product manager, and 2 data scientists

**Social Tables** (acquired 2018) - SaaS platform for meetings/events industry

**Manager, Professional Services (Manager)**

December 2016 - July 2017

*Main KPI: new customer onboarding efficiency and experience*

- Responsible for team of 25 implementing all products and services, offshore team of 15 and DC office of 10
- Oversaw onboarding of ~150 new B2B customers monthly
- Increased efficiency per project by 50% over 2 months across 800 monthly projects with no additional resources by implementing more specific scope guidelines to each project
- Coordinated successful rollout of 75 interactive floor plan website iframes for each Fairmont Hotel property globally

**Customer Success Team Lead (Manager)**

October 2015 - December 2016

- Responsible for performance of seven direct reports managing \$7M Annual Recurring Revenue

**Customer Success Manager (Individual Contributor)**

January 2015 - October 2015

- Managed 200+ accounts worth over \$1M Annual Recurring Revenue

## EDUCATION

**Georgetown University** - BS Science, Technology, and International Affairs, 2010-2014

**AppAcademy** - 1000+ hour intensive coding program, < 3% acceptance rate, Nov 2019 - Mar 2020