

ALAN R. BALCOM

Front-End Web Developer

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I'm naturally fueled by competition, guided by discipline, and adept at challenging myself to exceed expectations.

Self-taught software developer seeking full-time front-end web developer role within the tech industry to apply skills in JavaScript, Node.js, jQuery, React.js, Bootstrap, CSS3, and HTML5. Experience working with multiple simultaneous clients, colleagues, projects, and strict deadlines while ensuring a high level of satisfaction. Detail oriented, creative thinker with excellent teamwork skills.



WORK EXPERIENCE

Regional Sales Manager – Northwest Europe & Middle East

Audley Travel - Boston, MA

August 2016 to August 2020

- Provided daily support to direct-report specialists to help troubleshoot issues with product and strategize next steps with their clients
- Increased the regional Sales Team conversion of leads from 8% to 15% by focusing on coaching and training and delivering our highest converting leads to our top specialists to ensure the highest quality client experience
- Assisted in sales strategies to drive and convert quotes into bookings in line with monthly and quarterly company goals
- Set quarterly goals for team and create individualized development plans for each direct report
- 2017 Top Performer for effort in growing the Sales team and achieving departmental sales targets consistently
- Distributed leads each morning to ensure work capacities were fairly balanced, actioned within 2 hours of receiving them, and that our repeat clients were contacted by our most tenured, high-performing specialists
- Created and implemented department training to address skill gaps and prepare teams for relevant and seasonal trends
- Liaised with regional partners to ensure client experience is excellent and address trip issues to client satisfaction

Sales Supervisor – Inbound Sales

Viking Cruises - Boston, MA

December 2015 to July 2016

- Managed the Sales team's achievement of monthly and quarterly sales goals
- Created and ran team trainings that were aimed at strengthening sales skills and role efficiencies
- Collaborated with colleagues to drive increased revenue, conversion, and up-sells through training and addressing performance issues
- Handled escalated issues with care to ensure client satisfaction and retention



ADDITIONAL INFORMATION

My recent experience has been in managing high performance Sales teams in the travel industry to meet and exceed monthly and quarterly company goals, while also developing trust and culture in a fast-paced environment. Prior to 2009, my work experience was primarily in customer support roles. I worked for six years in retail banking which gave me a great respect for delivering a high level service, appreciation for regulation and procedure, and great pride in maintaining a high standard of professionalism at all times.

Skills

- ❖ HTML5, CSS3, JavaScript, jQuery, Bootstrap, Responsive Design
- ❖ Node.js, Express, User Authentication, PWA's
- ❖ MySQL, MongoDB



EDUCATION

UNH Coding Bootcamp - Full Stack Flex Program

University of New Hampshire

Graduated August 2021

Bachelor's Degree in Liberal Studies

Focuses: Economics, Political Science

University of Massachusetts

Graduated 2008