

Charles Sheppard

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SUMMARY

I am a web developer who takes pride in understanding and learning skills to create a reliable user experience. My background in sales has given me the ability to communicate not only with customers, but with my own colleagues. I am looking for an opportunity where I can shift directions towards a role in software engineering to utilize the skills that have attained through diligent self study and professional guidance.

SKILLS

HTML, CSS, JavaScript, React, SQL, Ruby on Rails, Express, Relationship management, Customer service, Sales, Problem solving, Salesforce.com

WORK EXPERIENCE

Insurance Advisor, *Policygenius*, New York, NY

6/19-Current

- Onboarded new customers from initial application to underwriting by providing suitable options for coverage based on indicators from age to detailed and complex health information.
- Collaborated across teams to ensure continuity in the customer experience.
- Maintained and exceeded monthly KPI's while working on personal projects to improve overall team efficiency.
- Worked closely with new hires in the onboarding process and delivered feedback on best habits, creating a mentor mentee environment.

Account Executive, *Yelp*, New York, NY

11/17-10/18

- Consulted, educated, strategized, and successfully sold Yelp advertising programs through a high volume of cold sales calls with a range of local business owners.
- Dealt with regular objection handling and a maintenance of composure, making recommendations to suit client needs.
- Achieved and consistently exceeded monthly sales goals.

Account Development Representative, *Trustpilot*, New York, NY

8/16-6/17

- Contacted high level executives and business owners via cold calling and email outreach to create leads for Senior Account Executives.
- Researched prospects to identify decision makers and heighten interest in the platform.

EDUCATION

University of Vermont, Burlington, VT

B.A. English

Political Science Minor

General Assembly, New York, NY

12/18-3/19

Web Development Immersive

LICENSES AND CERTIFICATIONS

- New York State Insurance License - Life