

# Charles Sheppard

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GitHub: <https://github.com/charliepsheppard>

## 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 I 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