

## CHRIS **HELM**

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### **ABOUT ME**

Dynamic and results-driven Global Account Manager with a strong background in logistics, operations, and client relationship management. Proven track record of driving revenue growth and managing high-value global accounts. Skilled in cross-functional team leadership, strategic planning, and customer-centric solutions. Technical background enhances the ability to implement innovative systems and streamline operations. Military veteran with a disciplined, solutions-focused approach.

#### **Global Account Manager (World Group) - October 2024 - present**

- Manage a diverse portfolio of global clients across the logistics and supply chain sector.
- Develop and execute strategic plans to grow revenue through account expansion, retention, and prospecting.
- Cultivate C-suite relationships to understand business challenges and deliver tailored logistics solutions.
- Lead cross-departmental efforts to improve client satisfaction and service delivery.

#### **Production Support Engineer (World Group) - January 2024 - October 2024**

- Ensured high uptime and seamless operation of automated systems for global clients.
- Monitored performance metrics, resolved critical incidents, and implemented system improvements.
- Partnered with account teams to ensure client impact from system outages was minimized.

#### **Scrum Master/Project Manager (World Group) - January 2023 - January 2024**

- Spearheaded Agile adoption across multiple tech and operations teams supporting client initiatives.
- Facilitated sprint planning, backlog grooming, and cross-team coordination for timely delivery.
- Improved transparency and velocity by establishing KPIs and reporting mechanisms.

#### **Software Developer (World Group) - August 2022 - January 2023**

- Built internal tools and customer-facing interfaces using React and TypeScript.
- Collaborated with product teams to enhance operational efficiency through technology.

#### **Software Engineer (AtomRain) - May 2020 - July 2022**

- Developed and tested scalable front-end applications using React and modern testing frameworks.
- Supported enterprise clients in implementing digital transformation solutions.

#### **Instructor/Career Coach (Nucamp) - Nov 2021 - present**

- Deliver weekend courses on HTML, CSS, and JavaScript to aspiring developers.
- Maintained a 4.9/5 average instructor rating through student-focused mentorship and curriculum excellence.

### **SKILLS**

- **Account Management:** Strategic Account Growth, Client Retention, C-Level Engagement
- **Logistics & Operations:** Supply Chain Solutions, Freight Optimization
- **Project Leadership:** Agile Methodology, Scrum, Cross-Functional Team Management
- **Technical Tools:** Salesforce, JIRA, Confluence, Panjiva, Power BI, JavaScript
- **Soft Skills:** Communication, Strategic Thinking, Relationship Building, Problem Solving

### **MILITARY SERVICE**

#### **United States Marine Corps - 2001- 2005**

- Served two tours of duty in Iraq in support of Operation Enduring Freedom and Operation Iraqi Freedom.
- Leadership and discipline developed through service.
- Honorable discharge rank: Sergeant E-5.

### **COMMENDATIONS**

- **Presidential Unit Citation:** Extraordinary heroism in action against an armed enemy.
- **Navy Achievement Medal:** Maintaining constant battlefield communications under enemy fire.
- **Global War on Terrorism Service Medal:** Supporting anti-terrorism operations.
- **National Defense Service Medal:** Serving honorably during war.
- **USMC Good Conduct Medal:** Exemplary behavior.