CHRIS **HELM**

Global Account Manager | Project Manager | Logistics Leader | USMC Veteran

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<u>ABOUT ME</u>

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. Marine Corps veteran known for cross-functional leadership and a disciplined, mission-first mindset.

Global Account Manager - World Group

October 2024 - June 2025

- Develop and execute strategic plans to grow revenue through account retention and expansion.
- Cultivate C-suite relationships to understand business challenges and deliver tailored logistics solutions.
- Lead cross-departmental efforts to improve client satisfaction and service delivery.
- Grew global account revenue by 20% YoY.

Hyperscience 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 engineering 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.

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, Upselling

- **Logistics & Operations:** Supply Chain Solutions, Freight Optimization

- **Project Leadership:** Agile/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.
- 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.