

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.