

## CHRIS **HELM**

Global Account Manager | Project Manager | USMC Veteran  
440-213-0678 | helm.chris82@gmail.com | www.linkedin.com/in/chrishelm82

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

### **World Group (August 2022 – June 2025)**

- **Global Account Manager**

- Promoted into role based on interpersonal soft skills and ability to upsell in a customer-facing role.
- 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**

- A company restructuring led to this position.
- 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**

- Promoted into role based on leadership skills and ability to deliver value to the engineering team.
- 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**

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

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

- **Software Engineer**

- Developed and tested scalable front-end applications using React and modern testing frameworks.

## **Nucamp (Nov 2021 – Present)**

- **Instructor/Career Coach**

- Deliver weekend courses on HTML, CSS, and JavaScript to aspiring developers.
- Maintaining a 4.9 out of 5 stars instructor rating through student-focused mentorship and curriculum excellence.

## **MILITARY SERVICE**

### **United States Marine Corps (April 2001 - April 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.

## **EDUCATION**

### **Case Western Reserve University (October 2019 – May 2020)**

- Certificate: Full Stack Web Development Bootcamp
- GPA: 4.0