

Harrison Daniel

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SUMMARY

Full Stack developer with business and hospitality background across multiple SaaS industries. Experience in successfully scaling and growing companies with a focus on the customer experience.

TECHNICAL COMPETENCIES

HTML, JavaScript, React, Next.js • Node.js, Express.js, MongoDB, MySQL • AWS, Vercel, Heroku • Rest APIs, Git

EXPERIENCE

Ultimate Cycle Powersports | Powhatan, VA

IT Manager

Nov 2022 - Nov 2022

- Manage relationships with external vendors and service providers.
- Monitor and configure 15 workstations and system integrations with ARI CMS, Twilio, and Lightspeed Dealer Management system.

AMC Technology | Richmond, VA

Customer Success Manager

Jul 2022 - Nov 2022

- Managed book of business totaling \$1,473,204 ARR across 23 enterprise accounts internationally.
- Delivered strategic plans and business reviews with clients regarding CRM and computer telephony integration at the end user, decision maker, and executive levels.
- Damaged tickets for customer enhancements and support through Azure DevOps and Microsoft Dynamics CRM.
- Coordinated implementations and onboardings through technical discoveries, stakeholder meetings, and quality assurance testing.

Account Executive

Nov 2020 – Jul 2022

- Closed enterprise deal with Coca Cola Sabco totaling \$280,000 across 3-year contract term.
- Worked closely with technology partners to identify and source new business opportunities.
- Prospected to inbound and outbound leads utilizing tools such as ZoomInfo and LinkedIn Sales Navigator.

VividCortex | Charlottesville, VA

Account Manager

Apr 2019 – Jan 2020

- Successful acquisition by SolarWinds for \$117M in December 2020.
- Managed book of business of 84 accounts across multiple verticals equating to a third of the company's active customer base.
- Ensured successful account renewal and retention through regular account reviews and training with clients to analyze usage or demonstrate new product features.

Business Development Representative

May 2018 – Apr 2019

- Conducted research to prospect, educate, and guide buyer behavior about SaaS database performance monitoring.
- Established cadence of conversations and prospecting to create and qualify new sales opportunities and document within Salesforce CRM.
- Worked with Solution engineers to deliver proposals and demonstrations to prospects.

EDUCATION

University of Richmond

Full Stack Web Development Certificate

Mar 2022 – Aug 2022

James Madison University

Bachelor of Science, Hospitality Management, Business Minor

Aug 2013 – May 2018