

# Harrison Daniel

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## SUMMARY

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Full Stack Software Engineer 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

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HTML, CSS, JavaScript • React.js, Node.js, Express, MongoDB, MySQL, Tailwind • Rest APIs, Heroku, Git

## EXPERIENCE

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### Ultimate Cycle Powersports | Powhatan, VA

*Technical Support*

*Nov 2022 – Present*

### AMC Technology | Richmond, VA

*Customer Success Manager*

*July 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 integrations at the end user, decision maker, and executive levels.
- Managed 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 – July 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*

*April 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 – April 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

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### University of Richmond

*Full Stack Web Development Certificate*

*March 2022 – Aug 2022*

### James Madison University

*Bachelor of Science, Hospitality Management, Business Minor*

*Aug 2013 – May 2018*