

Harrison Daniel

✉ harrisonhjd@gmail.com

☎ (804) 519-9827

🌐 [linkedin.com/in/harrisonsdaniel](https://www.linkedin.com/in/harrisonsdaniel)

🌐 harrisonsdaniel.dev

SUMMARY

Full-Stack Developer with over five years of experience in the SaaS industry across multiple verticals. Proven ability to build and scale applications leveraging a unique blend of technical expertise and customer-centric insights. Adept at delivering and optimizing high quality, user-focused solutions.

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, TypeScript

Frameworks/Libraries: React, Next.js, Express, Tailwind CSS, Framer Motion

Tools: AWS, Vercel, Docker, Linux, Nginx, Node.js, NPM, MongoDB, MySQL, Git, GitHub, VS Code

EXPERIENCE

IT Manager

Nov 2022 - Present

Ultimate Cycle

Powhatan, VA

- Configure and monitor 15 workstations across dealership to ensure seamless system integrations with ARI CMS, Twilio, and Lightspeed DMS.
- Manage relationships with external vendors and service providers.

Customer Success Manager

Jul 2022 - Nov 2022

AMC Technology

Richmond, VA

- 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.
- Coordinated implementations and onboardings through technical discoveries, stakeholder meetings, and quality assurance testing.
- Maintained customer enhancements and support tickets through Azure DevOps and Microsoft Dynamics CRM.

Account Executive

Nov 2020 - Jul 2022

AMC Technology

Richmond, VA

- 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 like ZoomInfo and LinkedIn Sales Navigator.

Account Manager

Apr 2019 – Jan 2020

VividCortex

Charlottesville, VA

- 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

VividCortex

Charlottesville, VA

- Conducted research to prospect, educate, and guide buyer behavior about database performance monitoring for open-source databases such as MySQL, PostgreSQL, MongoDB, Amazon Aurora, and Redis.
- 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