REVENUE ENABLEMENT
MANAGER @ **DROPBOX**

Hello, I'm
Will Henshaw.

An aspiring front-end developer with a strong technical background and wide range of experience. I have a particular interest in JavaScript and Python, yet still learning and specialising in multiple languages listed to the right. I'm fervid about design, responsiveness, and accessibility.

You'll quickly notice that I am a gentle, inquisitive, and kind person.

Experience

2022–CURRENT

Dropbox, Australia

REVENUE ENABLEMENT MANAGER - APAC

Revenue Enablement Manager for the Australia and Singapore regions.

- Ongoing Sales training and coaching.
- Implementation of sales methodologies.
- Building and designing LMS to create learning material for representatives.
- Created and ran all onboarding programs in-region.
- Partner and vendor onboarding and training.

2021–2022

Asana, Sydney

LEAD TECHNICAL ENABLEMENT TRAINER - APAC

Lead technical enablement trainer for the CX department in Australia, Singapore and Japan.

- Built and facilitated all onboarding in-region.
- Built and facilitated all technical training programs and ensured understanding amongst new hires.
- Created training content through LMS softwares, focusing on design and understandability.
- Technical POC for all escalated cases.

2021–2021

Asana, Sydney

TECHNICAL & USER OPERATIONS EXPERT

Expert in technical solutions and problem solving for large customers.

- Utilising terminal skills to problem-solve, triage and fix any bugs or issues on the customer end.
- Direct technical support for select enterprise customers.
- Maintaining product knowledge with a focus on API, technical solutions, demoing and solving complex escalated issues.
- Strong utilisation of basic coding skills.

CONTACT

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Auckland, New Zealand

EDUCATION

2022 - 2023
Full-stack Software Developer Bootcamp
Udemy

2020 - 2021
Advanced Diploma, Psychology
Monash University, Melbourne

2014 - 2018
BA, Commerce & Psychology
Macquarie University, Sydney

LANGUAGES

- HTML 5
- CSS
- JavaScript
- Java
- Python
- React
- Angular
- Swift
- jQuery

SKILLS

- Mobile-first design.
- Problem solving and technical savviness.
- Willingness and enthusiasm to continue learning.
- Responsive designing.
- Interested in accessibility design.
- Debugging and an eye for quality control in code.
- Creativity!

CERTIFICATIONS

FreeCodeAcademy
JavaScript, HTML, CSS, Python. Ongoing!

Experience Continued

Asana, Sydney

USER OPERATIONS SPECIALIST

Assisting all customers experiencing a wide variety of product and technical issues.

- Maintain and build strong product knowledge in all areas.
- Offer fast turnaround support via tickets, chat, zoom-calls and demoing in-person.
- Strong focus on customer support.
- Coaching of new hires.

Apple Inc. Sydney

GENIUS

- Worked with customers on an individual level, focusing on understanding challenges and co-designing a solution.
- Solved all hardware and software issues by both triaging and physically repairing the Apple devices.
- Certified Mac technician.
- Enhanced company processed by implementing efficient learning programs.

References

AVAILABLE UPON REQUEST...

HOBBIES

- Video-games and game development.
- Coding and programming.
- Creative writing.
- Music.
- Ceramics and pottery.
- Art and design.
- Gardening and hiking.

ORGANISATIONS

2021 - Present

REACHOUT AUSTRALIA

Swimmer in the Laps For Life charity event for the past three years.

2023 - Present

DROPBOX AUSTRALIA

DfG (Dropbox for Good) charity co-lead.