SYLAS ALDRIDGE

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Experience

Avvo, Inc.

Sr. Account Manager, Sr. Attorney Advocate
(February 2014 - Now)
I work with attorneys and law firms new to Avvo.com, providing a premium onboarding experience. This includes sales, pre-sales, business development, technical, andy any other support in any way feasible. Previously, I managed accounts for current advertisors, building relationships at law firms large and small. I provided data insight to increase ad performance, to help clients analyze ROI and plan for long term success.

Corporate Traveler USA

Account Manager, Assistant Team Leader
(May 2011 - February 2014)
Business travel consulting with a focus on international group travel and large events. Sensitive bookings for VIP travelers (C Level, Ultra-high net worth individuals, celebrities, government). Over $2M in annual travel sales. A unique business model here meant that I had to learn to run my book of business as if it were my own small business.

Big Fish Games

CSR, Tech Support II, Chat Specialist
(Oct 2007 - June 2010)
Helping end users resolve technical issues with video games over email, live chat and remote access.

Education

Bachelor of Arts - University of Washington, Seattle, USA.

(September 2003 - June 2007) English- Emphasis in Writing; Minor in History.

First Year - Seattle University School of Law

(June 2010 - January 2011) Criminal Law, Property, Contracts, Civil Procedure, Legal Writing.

Novice (1+ years)

JS/Node/React, Adobe CS, Blender, Git, Databases (SQL, MongoDB), IoT/Embedded/PC hardware, Crypto Mining, Data Science Frameworks.

Intermediate (3-5 years)

C#, Python, Photo Editing, Unity3d, HTML/CSS, Ableton, AWS/Cloud/Virtual Servers, Git, Windows Support, PC Hardware, Outreach.io, Salesforce.

More

I color outside the lines. In Customer Support, I wrote a script to automate a fix to a common download issue, saving pain for users and reps. In Sales, I developed a tool to demo our lawyer advertising in a way not previosly possible due to legal issues. On occasion, I have sat with an Avvo developer to learn, and even make small commits to real code. I'm commited to finding a more technical role so I can learn more.