

SYLAS ALDRIDGE

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github/illsea

Experience

Avvo, Inc.

Sr. Account Manager, Sr. Attorney Advocate
(February 2014 - current)

Currently, I work with attorneys and firms new to Avvo.com, providing a premium onboarding experience. My activities include sales, pre-sales, business development, technical support and relationship building. Previously, I managed accounts for existing advertisers, building relationships at law firms of all sizes. Using a data-based, analytical approach, my role was to maximize the growth of my book of business, and the long-term advertising success of my clients, simultaneously. From start-up mentality to rapid growth and aquisition, Avvo has been a wild ride and pushed me up a steep learning curve.

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 users resolve technical issues over email, live chat and remote access.

Education

Bachelor of Arts

University of Washington, Seattle USA.
English- Emphasis in Writing; Minor in History.

Juris Doctor - First Year

Seattle University School of Law, Seattle, USA.
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. Instead of writing an email with hard-to-follow steps to fix a nagging download issue, I wrote a script, automating the steps, effectively foolproofing the fix for everyone. Instead of writing an email to an attorney, describing what their ad might look like, I wrote a tool so everyone in sales can demonstrate our product visually (and legally), which was previously impossible. A recent highlight was shadowing a dev at Avvo and making a few small commits. Myself, I'm committed; pushing to get a more technical role.