

James Craine

FULL STACK WEB DEVELOPER

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SUMMARY

Strong creative and analytical skills. ... Motivated designer and developer with experience creating custom websites through JavaScript, HTML and CSS. Strong collaboration skills and proven history of application development.

EXPERIENCE

Valet Living, Atlanta, GA - *Regional Account Manager*

2018 - 2019

- Increased Atlanta market client retention rate from 87% to 96% in a 12-month time period, totaling over \$2 Million revenue retention.
- Ranked #1 overall Sales & Customer Service associate in quarter-long, company wide contest.
- Closed most lucrative single-property bulk hauling upsell in company history with a total value of over \$8000 (typical bulk-haul contract value = \$300).
- Responsible for the management and retention of 140 multi-family property portfolio. Achieved 98% retention rate for Q1, 2019.
- Build strong relationships with key property management leadership in order to evaluate customer satisfaction, uncover operational challenges, identify upsell opportunities, liaise with internal sales and operations teams, and mitigate any potential client cancellations.
- Responsible for the training and development of new team members.

KORE Wireless, Atlanta, GA - *Account Manager*

2017 - 2018

- Develop and maintain trusted advisor relationship with key accounts to appropriately manage client expectations and ensure the effective and timely delivery of products and solutions custom-suited to their needs and objectives.
- Collaborate with sales team to identify and grow sales within existing base of business as well as generate new business from potential leads.
- Serve as lead point of contact for all customer account management matters. Quarterback on challenging client requests, operational implementation, and issue escalations as needed.
- Negotiate and close contracts and agreements to maximize profits.
- Research and prepare a variety of account status reports for internal and external use.

RentPath, Atlanta, GA - *Client Retention & Performance Analyst*

2015 - 2017

- Partner with clients and sales leadership to conduct in-depth account performance analysis, identify growth opportunities, create retention strategies, overcome objections, and deliver client satisfaction and critical revenue gains.
- Consistently perform to goal on key metrics, including the retention of 363 canceled accounts within 12-month time period totaling over \$1.5 million in annual contract value and decreased client churn to below 1%.
- Responsible for the continued development of strategic planning and business processes associated with the continued growth and effectiveness of the client retention team and in support of sales teams & leadership.
- Responsible for the training and development of new team members.

RentPath, Atlanta, GA - Account Manager, Strategic Accounts

2011 - 2015

- Maintained a portfolio of 20 high-priority national accounts, totaling over 3,000 individual properties while cultivating strong working relationships with key client contacts ranging from executive leadership to frontline employees.
- Responsible for the efficacy of all related marketing efforts, consulting on and coordinating the production of digital marketing content and solutions tailored to meet the strategic goals identified for each account.
- Conduct monthly marketing audit, uncovering wins as well as critical upsells needed to enhance the effectiveness of the client's digital marketing campaign.

RentPath, Atlanta, GA - Support Services Coordinator

2008 - 2011

- Managed all aspects of both print and online publication for over 30 monthly, national consumer housing guides acting as sole provider of internal and external web and phone support to clients and users, including the maintenance of thousands of digital advertising listings.
- Coordinated the ordering, billing and fulfillment of new product listings and enhancements.

RentPath, Atlanta, GA - Copy Editor

2006 - 2008

- Managed all aspects of both print and online publication for over 30 monthly, national consumer housing guides acting as sole provider of internal and external web and phone support to clients and users, including the maintenance of thousands of digital advertising listings.

SKILLS

HTML, CSS, JavaScript, JQuery, Bootstrap, GitHub, GitBash, Slack, Salesforce CRM, Data Ladder DataMatch, MAX Contracts, DocuSign, EchoSign, Microsoft Office Suite, G-Suite for Business, Written & Verbal Communication, Creative Problem Solving, Data Analysis and Performance & Product Consultation

EDUCATION & CERTIFICATIONS

- Georgia Tech Full Stack Coding Bootcamp graduate, May 2020
- Bachelor of Arts: Georgia State University, Atlanta, GA
- RAIN Selling Certified, 2019