

# Conner McCown

Passionate, results-driven leader with a demonstrated history of 6 years of software implementation, client management, employee training, reporting, creating as well as maintaining long-lasting relationships. I'm an excellent communicator with an aptitude for identifying and solving technical problems.

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## EXPERIENCE

### **GBS Benefits, Salt Lake City, UT— *Online Implementation Manager***

June 2019 - Present

- ❖ Oversee the day to day operations of multiple implementations.
- ❖ Perform quality assurance checks on all finished implementations.
- ❖ Hold weekly project meetings to track and report on progress.
- ❖ Collect, identify and implement client data into HR Employee benefit software (Employee Navigator).
- ❖ Collaborate with upper management to create and implement processes that streamline the implementation process.
- ❖ Receive and respond to various client issues/questions in a timely manner.
- ❖ Act as point of contact for team members when an escalated issue occurs.
- ❖ Provide comprehensive training for new team members.
- ❖ Manage and prepare billing reports monthly for clients.

### **Paramount Acceptance, Holladay, UT— *Account Executive***

June 2015 - June 2019

- ❖ Developed and maintained strong business relationships with new and existing accounts.
- ❖ Successful track record of onboarding/implementing new accounts.
- ❖ Provide ongoing in depth training both on-site and via web demos.

## EDUCATION

### **University of Utah Coding Bootcamp, Salt Lake City, UT — *Full Stack Web Development***

January 2022 - Present

## SKILLS

Project Management

Microsoft Office, Excel

Javascript

Node.JS

API Integration

CSS/Bootstrap/Bulma

HTML

Team Management

Software Implementation

Customer Service

Account Management

Team Player

Leadership

Software Implementation