

# Michael N. Milford

Tech Enthusiast | Digital Media Specialist | Web Developer

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## Experience

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### Technical Sales Account Manager at Genesis Technologies Inc.

(Feb. 2013 - Feb. 2017)

- Achieved software sales of 60k/mth across 3 target markets (non-profit, school, medical)
- Developed marketing campaigns utilizing Mailchimp, Wordpress (blogging), Facebook, and LinkedIn
- Worked closely with existing customers to drive sales while providing exceptional service
- Provided technical support for a variety of software including Adobe CC, Microsoft products, Dragon NaturallySpeaking, and others as needed
- Prospected and developed new business opportunities in target markets through the use of email campaigns, cold-calling, and blogging
- Responded to RFPs by developing custom proposals
- Planned, coordinated and delivered technical product demos via GoToMeeting
- Answered inbound sales and customer service inquiries while converting leads into a sale or scheduled a product demo
- Other administrative responsibilities as assigned - including sales invoicing, shipping & fulfillment, order and customer record entry, and procurement and purchasing support

### Co-Founder & Web Consultant at Super Computer Bros.

(March 2013 - March 2016)

- Designed, developed and maintained client Wordpress websites
- Developed digital content and plans for marketing campaigns
- Provided services for customers including regular computer maintenance and troubleshooting of Microsoft applications

### Client Liaison & Tech-Support at Financial Corporation of America

(July 2012 - Nov. 2012)

- Managed communications with assigned clients to process incoming new business accounts and updated payments on accounts
- Provided second-level support for PCs and thin clients including Windows imaging, regular maintenance, and proper security configuration

## Education

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### St. Edward's University

BBA, Digital Media Management, 2008 - 2012

### Dev Bootcamp, Austin

Fundamentals of Web Development, 2017

## Technical Skills

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HTML, CSS, JavaScript, SQL, Git, WordPress, Bootstrap, Word, Excel, PowerPoint