# Richard Walter

Sr. Technical Account Manager | richardwalter515@gmail.com | (336) 264-4558

**GitHub:**
github.com/richardwalter515

**LinkedIn:**
https://www.linkedin.com/in/richard-walter-0bb141121/

## SELECT WEB DEVELOPMENT PROJECTS

**React Portfolio** *https://richardwalter515.github.io/react-portfolio/*
Utilized React JS to create a visually appealing and practical portfolio.
Repository: *https://github.com/richardwalter515/react-portfolio*

**GameKnight** *https://game-knight-app.herokuapp.com/*
A full-stack game application I built to address a need my friends had during a game night. We've used this to help us roll dice and keep score.
Repository: *https://github.com/richardwalter515/game-knight*

## EXPERIENCE

### Pendo.io, NC — *Sr. Technical Account Manager*

APRIL 2022 - PRESENT

- Provides technical guidance to our strategic and enterprise customers, including implementing our low code solution, creating custom aggregations with our API, writing bespoke code solutions, and documenting success.
- Regularly travels onsite to work directly with customers leading technical enablement sessions, implementations, and strategic initiative consultations.
- Mentors and trains newer team members.
- Promoted to Senior TAM for my consistently strong customer relationships and cross-department collaboration resulting in significant contract growth and expansion of TAM spend on renewals.

### Pendo.io, NC — *Technical Success Engineer*

MAY 2021 - APRIL 2022

- 100% Customer Satisfaction (CSAT) rating for the entire tenure on the team.
- Salesforce Integration SME

### Stiletto Entertainment, CA — *Merchandise Manager*

JUNE 2014 - JULY 2016

- Managed the merchandise team for the Barry Manilow One Last Time! Tour, completing 67 concerts across the US.

## EDUCATION

### University of North Carolina Chapel Hill —2020-2021
*Certificate in Full Stack Web Development*

### New York University — 2017-2019
*Masters Degree*
- Class Vice President

### UNC Chapel Hill — 2010-2014
*BA in Communications*

## TOOLS FAMILIAR WITH

ChatGPT
monday.com
Pendo
Salesforce
JIRA
Postman/ APIs
MS Office Suite
Google products
Confluence
VS Code

## SKILLS

Quick to learn new concepts, languages, and technologies. Excellent time management skills. Strong writer with aptitude for technical writing/documentation.

## ADDITIONAL PROJECTS

**Documentation Editor and Co-Founder** - Helped spearhead a project to create new documentation focused on best-practices for using our tools, and served as documentation editor when the project went live.

**Onboarding Lead** - One of the leaders on the team responsible for improving and updating onboarding material as well as ensuring new hires are paired with a mentor and that onboarding is going smoothly.

## LANGUAGES

React, HTML, CSS, JavaScript, NodeJS, JQuery, mySQL, MongoDB, Python, JSON