Richard Walter

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

GitHub:
github.com/richardwalter515

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CAREER SUMMARY

As a passionate and hardworking Technical Account Manager, I have experience managing difficult technical issues and collaborating across departments to advocate for my client. In my previous work as a Merchandise Manager, I gained strong leadership skills and learned to be creative, empathetic, and thoughtful about solving problems and providing an excellent customer experience while supporting my team however I could.

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

- Leads team office hours weekly to help unblock fellow TAMs and offer best practices and guidance.
- Pioneered the Weekly Digest for high-touchpoint clients as a way to organize and communicate important information and track key initiatives.

Pendo.io, NC — *Technical Success Engineer*

MAY 2021 - APRIL 2022

- 100% Customer Satisfaction (CSAT) rating
- 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
MFA in Musical Theatre Writing
- Class Vice President

UNC Chapel Hill — 2010-2014
BA in Communications, BA in Music

SKILLS

An enthusiastic and empathetic leader with strong technical skills . Constantly curious and quick to learn new concepts, languages, and technologies. Eager to jump in when difficult situations arise and think creatively and strategically when navigating towards a solution. A strong writer with high proficiency in the Microsoft Office Suite of programs, Google products, VS Code, GitHub, Postman and working with REST APIs.

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 JS, HTML, CSS, JavaScript, NodeJS, Express, JQuery, mySQL, Handlebars, MongoDB, Python, JSON