

Richard Walter

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

CAREER SUMMARY

As a passionate and outgoing 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

- Implemented several custom-code solutions to help my customers achieve specialized functionality with our product.
- 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

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

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

GitHub:

github.com/richardwalter515

LinkedIn:

<https://www.linkedin.com/in/richard-walter-0bb141121/>

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