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 consistently strong customer relationships, team leadership initiatives, and cross-department collaboration resulting in significant customer growth and expansion of the TAM engagement 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