

# RYAN PEDERSEN

## TECHNICAL ACCOUNT MANAGER

## PROFILE

Experienced SaaS Account Manager, Growth Hacker, and Product Specialist.

Eager to join a remote-first thought leader, and to help people around the world be more productive

## CONTACT INFO.

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Location San Francisco, CA  
Nashville, TN

## WHAT I DO BEST

React, JavaScript, Node.js, Express, JavaScript, Redux, CSS, PSequel / SQL,

Strategic Account Management, Relationship Building

Design Thinking, Agile Methodologies, Remote Team Best Practices, Productivity Tools

## INTERESTS

Leading fitness bootcamps (NASM CPT), 80s Movies, Blues and Folk Festivals, Design, Public Speaking, My Mastiff and Pug, Scuba Diving, Snowboarding, Behavioral Economics, Cryptocurrency

## LINKS



[github.com/ryanpedersen42](https://github.com/ryanpedersen42)



[linkedin.com/in/the-real-ryan-pedersen/](https://linkedin.com/in/the-real-ryan-pedersen/)

## WORK EXPERIENCE

- 2018 Enterprise Account Manager • MURAL**
- Software product focused on spreading Design Thinking and Agile Practices across remote and distributed organizations
  - Responsible for \$427,192 of new and incremental business in calendar 2018, more than the other two reps combined
  - Helped partners identify new use cases
  - Conducted trainings, onboardings, and quarterly check-ins
  - Strategic Accounts included Kaiser Permanente, Netflix, Target, Autodesk, ConsenSys, and Hulu
  - Acted as liaison between Customers and Product, Engineering, Legal, and Customer Experience Teams
- 2017 Digital Acquisition and Growth (1099 Contractor)**
- Self-Contractor responsible for social media presence of new restaurants and bars
  - Brought on high-growth digital clients through networking and referral pipeline
  - Created custom reports to show weekly wins and losses
- 2017 Account Manager • PagerDuty**
- Enterprise Software Start-Up focused on Digital Operations and Incident Management
  - Traveled to conferences and meet-ups to socialize PagerDuty and DevOps methodologies
  - Responsible for maintaining relationships with current clients and onboarding high-growth new customers; negotiated full Cloudflare case study on PagerDuty website.
- 2015 Corporate Account Manager • Quantcast**
- Digital Advertising firm serving display ads to in-market individuals
  - Selected as part of a small group to provide feedback for Corporate Sales team on new tool evaluations
  - Served as intermediary between Client Strategy, Sales Planning, Technical Client strategy, and Campaign Planning
  - Helped clients identify growth potential, and where to allocate budget for highest Return on Ad Spend
- 2014 Senior Sales Development Representative • Okta**
- Enterprise Software Start-Up focused on Identity and Access Management
  - President's Club FY 2014
  - Traveled to regional and national conferences
- 2013 Business Development • Invisible Hand Consulting**
- Profitable start-up reputation management firm
  - Led company to clientele growth of 120% while remotely managing a group of 15 employees
  - Served as key decision maker for strategy of each client and the ongoing project management

## EDUCATION

- 2011 Claremont McKenna College**  
*Bachelor of Arts in Economics-Accounting*
- 2008 University of North Carolina at Chapel Hill**  
*4 Semesters of Coursework*

## PROFESSIONAL DEVELOPMENT

- The Complete Web Developer • Zero to Mastery**
- Immersive course in React, Node.js, JavaScript, Express, APIs, SQL, Bootstrap, and CSS
- Harvard EdX • Computer Science 50**
- Coursework covering C, Python, JavaScript, Algorithms, and APIs
- LUMA Institute • Design Thinking Workshop**
- Immersive Multi-Day Workshop to teach LUMA Design Thinking Practices
- Command of the Message • Sales Training**
- Multi-Day Workshop focused on deep Discovery and building use cases

## LEADERSHIP EXPERIENCE

Claremont McKenna NCAA Division III Varsity Football  
UNC Division I NCAA Varsity Football  
Novato Knicks Semi-Professional Baseball  
Surf Yoga Beer Bootcamp Instructor