SINCLAIR GUTHRIE

919-812-3862 • sinclair.guthrie@gmail.com • https://sinclair-guthrie.github.io/

SUMMARY

I'm a highly collaborative customer success professional and web developer, driven by my excitement for solving challenging problems and improving the user experience. My extensive customer-facing and people management experience at a fast-growing startup provides me with a unique perspective as a teammate.

TECHNICAL SKILLS

- JavaScript (ES6, React, Redux, jQuery)
- Node.js (Express, Heroku deployment)
- CSS3 (Sass, Bootstrap)
- Databases (SQL, MongoDB)
- HTML5
- Command Line and Git
- RESTful APIs / JSON
- Java (basic level)

PROFESSIONAL EXPERIENCE

Education in full stack web development   Nov 2019 - present

- Built a portfolio site in GitHub pages with links to projects built in JavaScript and React.
- Built and deployed a Node/Express server on Heroku for a full stack project. The server uses my algorithm to analyze JSON data from a chain of API calls and sends a JSON response. Paired with a UI built in React and hosted on my portfolio site.

Justworks - Payroll and HR provider, New York, NY

Manager, Customer Success   May 2019 - Feb 2020

- Moved to the customer success team to implement operational best practices from the account management team. Hired, trained, and supervised a team of ten customer support representatives. Worked with customers on escalated issues.

Manager, Account Management   June 2017 - May 2019

- Hired, trained, and supervised a team of eight account managers. Conducted weekly check-ins with a focus on goal setting and skill development. Worked with customers on escalated issues.
- Worked with the management team to plan and implement a regional model for account assignments. Used SQL queries and Salesforce data to help guide decision making. Collaborated with management of other departments to clarify and streamline processes for escalating customer issues internally.

Account Manager   May 2016 - May 2017

- Managed a book of business of 90 accounts and over $1.2 million in ARR. Maintained quarterly ~99% retention rate of accounts. Provided white-glove customer service, while having frequent usage-focused discussions with admins to deeply understand the user experience. Worked closely with product teams to communicate user feedback. Conducted on-site product feedback sessions with clients and product managers to build out case studies.
- Created SQL queries to better understand and service my book of business by leveraging internal data sources.

EDUCATION

University of North Carolina at Chapel Hill, Chapel Hill, NC
B.A., Psychology & B.A., Music, May 2014