

# Tin Pham

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- Experience**
- February 2022 – November 2024      DoiT International      Austin, TX  
**Strategic Account Manager**
- Serving as the primary point of contact for existing strategic and enterprise clients of AWS, Google Cloud, and Azure within the US Central Region, overseeing a revenue worth \$XX million.
  - Collaborated extensively with Sales Engineering, Technical Support, Product Engineering, and Channel Partners across various projects.
  - Offered mentorship and continuous assistance to both new and experienced team members, focusing on internal procedures at DoiT, Cloud Computing expertise, and understanding the dynamics between startups and enterprise entities.
- July 2019 – February 2022      Google      Austin, TX  
**GCP Account Manager**
- Serving as the primary point of contact for existing customers of Google Cloud Platform.
  - Provided consulting in partnership with Customer Engineer, Technical Support, Product Engineering, and GCP Channel Partners.
  - Provided subject matter expertises in GCP products and processes with the extended Sales team.
- May 2017 – June 2019      Google      Austin, TX  
**Inside Sales and Customer Growth**
- Serving as the primary point of contact for prospects and customers in the Austin and Oklahoma regions.
  - Provided business and technical consulting of G Suite and GCP products and solutions
  - Managing one of our fastest growing accounts in South Central for H2 2018 with 148% quarter over quarter growth.
  - One of the co-organizers for the Google Developer Group for Austin Texas
- March 2015 – March 2017      WP Engine      Austin, TX  
**Sales Engineer**
- Served as a technical advocate for SMB, Install Base, Enterprise, and Agency/Partners teams, made up of 50 people, within the Sales organization.
  - Provided technical consulting and awareness that included Cloud and Stack infrastructure, security, WordPress best practices, and WP Engine processes.

- Acted as a technical liaison, closely working with Engineering, Product, Technical Operations and Support, and Marketing.
- Provided continuing education to the Sales organization on new technologies within WP Engine and Industry, focused on the Sales perspective.

June 2013 – February 2015                      WP Engine                      Austin, TX

**Business Growth Consultant**

- Founding member of our Business Growth team, focusing on understanding requirements and needs of our existing customer base. Worked directly with our VP of Sales.
- Provided account management with customer education on new product offerings and features.
- Provided mentorship for new employees hired or promoted into the team.
- Top Salesperson in 2014 and Supercharged Culture Award recipient.

September 2012 – June 2013                      WP Engine                      Austin, TX

**Manager, Customer Experience**

- 2<sup>nd</sup> in command within the Technical Support organization, focusing on employee career development and customer satisfaction.
- Established foundational processes of our initial training and onboarding programs, along with hosting a number hackathon style Technical Support sprints.
- Tenure was during our first growth wave within WP Engine that saw the team increase from 11 to 23 team members, and included onboarding our first Senior Director and 3 Support Managers.

June 2012 – September 2012                      WP Engine                      Austin, TX

**Sales Consultant Extraordinaire**

- Employee #18
- Managed all incoming Sales inquiries interested in all WP Engine SMB and Enterprise Services.
- Liaison to Technical Support and Technical Operations for customer escalations and infrastructure deployments.
- Assisted in front-line technical support, billing, and cancellations requests.

May 2011 – June 2012                      HostGator                      Austin, TX

**Shift Leader, Technical Support / Billing / Retention**

- Managing a shift, consisting of 3 different departments, ensuring work performance is meeting the expectations set by upper management.
- Focused on career development, continuing skills training, implementing company protocols, and handling escalated matters.
- Helped re-develop employee assessment methods and performance metrics.

December 2010 – May 2011                      Xokin                      Houston, TX

**Partner**

- Lead a small group of partners in a cPanel based shared hosting startup.
- Oversaw overall strategy, operations, technology, product development, finances, marketing & branding.
- Successful exit of the business in 2011.

January 2009 – October 2009                      The Planet                      Houston, TX

**Global Sales Lead**

- Cater inbound inquiries of our dedicated hosting product portfolio and provide effective solutions based on the requirements of their project.
- Assisted with training, industry knowledge, and clarifying company protocol.
- cPanel Subject Matter Expert within the Sales organization.

April 2007 – December 2008                      HostGator                      Houston, TX

**Internal Support / Dedicated Sales Administrator**

- Designed, implemented, and overlooked a department providing advanced assistance to a call center.
- Assisted 50+ Chat/Telephone technicians with Sales/Billing/Technical inquiries that required extra assistance for a 'first-call' resolution.
- Provided account management to Dedicated Server clients, in regards to their services and inquiries.

**Education**

Spring 2011                      University of Houston                      Houston, TX

- Bachelors of Science: Organizational Leadership and Supervision
- Emphasis on Information Systems