

Travis McDermott



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<https://tjmcd2010.github.io/Travis-McDermott-Portfolio/>

Summary

Certified Customer Success Manager working on completing Full Stack Web Development certification. I've worked as a CSM in SaaS Companies for 8 years and have been working on building my technical acumen in the past couple of years. In that time, I've completed CompTIA A+ certification and I'm finishing up my Full Stack Web Development Bootcamp in September.

Within my cohort and my independent studies, I've learned more about HTML, CSS, Javascript, PostgreSQL, JQuery, Bootstrap, Handlebars, Node.js, Express.js, server and client side API's and a number of other technologies. I'm looking for a technical role as a CSM or project manager, Solutions Engineer or Web Developer with my next endeavor.

Experience



Website Developer and Social Media Manager

Self-employed

2023 - Present (1 year)

- Build and maintain business websites
- Manage social media presence for various businesses
- Keep up to date with latest web development strategies via Full Stack Web Developer Bootcamp



Senior Customer Success Manager

INTELITY

2022 - 2023 (1 year)

- Leverage business and industry knowledge to partner with customers to help them accelerate business value and ROI
- Post-sale customer relationship owner. Responsible for establishing positive relationships and results, ensuring that customers derive maximum value from their investment with INTELITY, utilizing all functionality of the system to ensure adoption and a successful renewal
- Build and nurture relationships across accounts to solidify our partnership and commitment to the customer while penetrating the account deeper
- Monitor customer usage data, health indicators, renewal dates and growth opportunities
- Develop an understanding of typical business challenges faced by customers and common objectives to appropriately map features and benefits to address their needs
- Establish and review customer KPIs in line with organizational success metrics and external client needs to demonstrate the value of our platform
- Help gather feedback on UI and customer experience to encourage platform enhancements, updates, communicate bugs and technical issues



Senior Customer Success Manager

Fluxx

2018 - 2022 (4 years)

- Assisted in the creation and restructuring of the CSM team.
- Assisted in the development of fellow CSM teammates.
- Managed enterprise and advanced clients helping them most effectively achieve their goals using our platform.
- Delivered QBR's and managed renewals and upsells for our clients.



Customer Success Manager

Fluxx

2016 - 2018 (2 years)

- Work with enterprise clients to ensure the best customer experience is delivered
- Own overall relationship with assigned clients, which include: Increasing adoption, ensuring retention, and satisfaction.
- Establish a trusted/strategic advisor relationship with each assigned client and drive continued value of our products and services.
- Develop, prepare, and nurture customers for advocacy.
- Work with clients to establish critical goals, or other key performance indicators and aid the customer in achieving their goals.
- Work to identify and/or develop up-sell opportunities.
- Advocate customer needs/issues cross-departmentally.
- Program manage account escalations.



Product Support Specialist

Fluxx

2014 - 2016 (2 years)

- Diagnose and Solve Client Reported Issues and Questions
- Triage and escalate issues on a case by case basis
- Analyze ticket queue to spot trends, identify and address underlying issues, and provide creative solutions to novel issues
- Work closely with multiple teams at Fluxx to assist in implementing and maintaining client builds and new product functionality
- Conduct on-going testing and quality assurance as part of the product team
- Manage the Zendesk queue by providing timely updates and escalating issues to resolve open tickets efficiently and effectively
- Provide training for new employees and new clients
- Perform initial screening Interviews for potential candidates
- Conduct on-going testing and quality assurance as part of the product team



Reservations Specialist

Jean-Michel Cousteau Resort

2013 - 2014 (1 year)

Managed the guest experience from their first visit to the website (www.fijiresort.com) until their check-in at the resort

Took incoming calls and e-mails from all over the globe, largely Australia and New Zealand, and responded to them promptly and professionally

Managed the resort's Twitter page (twitter.com/JMCFijiResort), increasing followers by 14% in 2 months

Provided details about the resort and offered special packages to help solicit and entice more guests to stay at the resort

Updated the availability of on-line booking engines



Gym Director/Adult League Coordinator

Jewish Community Center

2011 - 2014 (3 years)

Manage functions in the Gymnasium to ensure a positive experience for participants and spectators

Manage the adult sports leagues at the Jewish Community Center

Recruit teams for men's basketball, co-ed volleyball, and co-ed softball

Maintain schedules, standings, playoff schedules, balancing team requests for scheduling needs

Coordinate officiating crews for basketball, and scheduling referees for volleyball and softball, scoring games and refereeing when needed

Help out in other areas of the JCC, including youth basketball, soccer and camps



Territory Manager

Sysco Guest Supply

2008 - 2012 (4 years)

Manage up to 100 accounts, introducing new products, and responding to customer issues

Work with a large team, nation-wide, to ensure excellent customer service and product quality

Manage Accounts Receivables and set pricing to meet budgetary guidelines set for myself and for the accounts that I service



General Manager

Holiday Inn Express-Altoona

Jan 2007 - Mar 2008 (1 year 3 months)

Managed a staff of 20, overseeing all aspects of an 80 room select service property

Responsible for opening the property, completing opening orders, and hiring and training the entire staff

Set all of the rates and managed inventory to maximize revenue and profits through group sales, stay restrictions, and forecasting

Responded to all guest comments via e-mail, phone or mail within 48 hours, ensuring the highest standard of guest satisfaction

Made several cold calls in the area in an attempt to create and grow local group and corporate business

100% in charge of Operations, Sales, Revenue Management, Accounts Receivables, IT, HR and Maintenance



General Manager

Fairfield Inn & Suites - Ankeny

Feb 2004 - Jan 2007 (3 years)

Managed a staff of 15, overseeing all aspects of a 67 room select service property

Responsible for hiring, training, coaching and counseling all employees of for a small family owned hotel group

Attended regular Marriott Cluster and Revenue Management meetings to keep involved with the current local events and to maximize revenue and profit

Responded to all customer comments within 48 hours to ensure maximum guest satisfaction

100% in charge of Revenue Management, Sales, Accounts Receivables, IT, HR and Maintenance

Helped the property receive several awards for Guest Service from Marriott International, including platinum and gold service awards



Asst General Manager

Country Inn & Suites – West Des Moines

Jan 2001 - Feb 2004 (3 years 2 months)

Assisted the General Manager in managing a staff of 30, holding meetings, appreciation parties, coaching and counseling

Responsible for Revenue Management, Accounts Receivables, Payroll, Front Office Management, IT, HR and Accounts Payables

Trained employees on Signature and graded and coached employees on calls

Guided property to 2003 CSM Lodging Hotel of the Year and 2001 Accounts Receivable Awards



Guest Service Manager

Hotel Minneapolis Metrodome

May 1999 - Dec 2000 (1 year 8 months)

Oversaw 30 front office and unionized bell staff employees for a 265 room full service hotel in Downtown Minneapolis

Regularly attended P&L meetings, and completed P&L variance reports

Created annual revenue and expense budgets

Created the company's first front office training manual to better prepare front office employees to provide quality guest service

Named Manager of the 3rd Quarter, 2000 for exceeding budget goals while cutting payroll

Education



UC Berkeley Extension

Full Stack Web Development Certificate, Computer Engineering

Mar 2024 - Sep 2024



Iowa State University

B.S, Hotel Restaurant and Institution Management

1994 - 1999



Iowa State University

B.S, Hotel, Motel, and Restaurant Management

1993 - 1999

Licenses & Certifications



Certified Customer Success Manager (CCSM) Level 1 - SuccessHACKER

Issued Aug 2021 - Expires Aug 2023



Certified Customer Success Manager (CCSM) Level 2 - SuccessHACKER

Issued Jan 2022 - Expires Jan 2024



Certified Customer Success Manager (CCSM) Level 3 - SuccessHACKER

Issued Feb 2022 - Expires Feb 2024



Certified Customer Success Manager (CCSM) Level 4 - SuccessHACKER

Issued Apr 2022 - Expires Apr 2024



Certified Customer Success Manager (CCSM) Level 5 - SuccessHACKER

Issued May 2022 - Expires May 2024



CompTIA A+ ce Certification - CompTIA

Issued Sep 2022 - Expires Sep 2025

Skills

Salesforce.com • Node.js • GitHub • PostgreSQL • Model-View-Controller (MVC) • Software as a Service (SaaS) • Customer Satisfaction • Customer Retention • Adoption • Renewals