

Everett Thomas Black

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Portfolio: <https://tomtimusprime.github.io/portfolio-v2/index.html>

Summary

Software Engineer with a strong background in customer success and high growth SaaS as a Manager and Team Leader. Proven track record of delivering results through project and team performance management. Insatiable intellectual curiosity and ability to solve complex problems. Enjoys leveraging leadership background and soft skills to support detailed and efficient software and product development. Trained coach and mentor. Driven, insightful, enterprising, growth oriented, and people-focused.

Technical Skills

HTML | CSS | Javascript | JQuery | React | Node.js | MVC Design Patterns | Modern UI Design | Relational Databases | NoSQL Databases | ORM/ODM

Full Stack Web Development Certificate - University of Arizona; Gilbert, AZ | 2020

A 24-week, 240 hour, intensive program focused on gaining technical software engineering skills.

Projects

Project Vault

<https://project-management-app-1.herokuapp.com/> | <https://github.com/tomtimusprime/project-management-app>

Worked with three individuals in building a practical and user-friendly project management application. Included in this project is secure login authentication through Auth0, a Kanban style board to stage projects and an area to track project issues. This application is especially geared towards project managers and developers to keep track of project progress and bugs or issues along the way.

Role: Team Leader/Product Manager and frontend developer - ensured we met deadlines, oversaw and helped code the UI design and functionality and helped with the routing to the backend infrastructure.

Trivia Pro

<https://tomtimusprime.github.io/Trivia-game-builder/> | <https://github.com/tomtimusprime/Trivia-game-builder>

Collaborated in building a web app that allows the user to randomly generate a trivia game based on category, number of questions and time per question. There is also print functionality included that allows printing by question, answer, etc.

Role: Team Leader/Product Manager, front and backend developer - ensured we met deadlines, oversaw UI design, front-end development and API calls.

Time Tracker

<https://time-tracker-v-2.herokuapp.com/login> | <https://github.com/tomtimusprime/Time-Tracker-v2>

Worked within a team to build an easy to use time tracker system that allows freelancers or independent contractors to manage their time and earnings based on their hourly wage.

Role: Team Leader/Product Manager, backend developer - ensured we met deadlines, incorporated authentication for signup and login pages through passport and built the basic functionality of the application and helped with the routing to the backend infrastructure.

Professional Experience

Freelance Copywriter/Marketing Consultant and Independent Contractor

2018 - Present

Partnered with small businesses to help facilitate growth and customer expansion through co-management of digital marketing efforts including copywriting, website audit and development, and strategy surrounding

customer value journey. Additionally, worked in the day-to-day business operations and performed skilled labor tasks.

- Obtained Copywriting Certification from Digital Marketer (digitalmarketer.com)
- Served as business partner with owner of a landscaping company in the development of marketing plan, installation, and maintenance of landscaping to provide high levels of customer satisfaction and increase customer base
- Constructed and installed custom cabinetry, doors, shelves, and finish carpentry in homes and businesses
- Pre-wired homes for low-volt equipment and installed various audio/visual and home automation hardware.

Web.com

2017 - 2018

Manager, Customer Success

Led a team of 15 Account Managers that were responsible for managing books of business ranging between 400 and 600 accounts each, collectively resulting in over \$1 million in revenue monthly. Coordinate and deliver predictable results across Account Management team.

- Performed weekly one-on-one reviews with each team member to drive toward organizational and individual success
- Developed and mentored junior manager/team lead and tenured Account Managers in their professional progression into leadership
- Worked as Project Manager to improve and create training and processes to increase department efficiency and customer satisfaction
- Collaborated Bi-weekly with VP and Senior Leadership team to report on department performance and projects as well as develop strategies to operationalize Customer Success and increase client retention
- Monitored quality of calls and client correspondence for compliance and coaching opportunities
- Administered performance evaluations for each team member Bi-annually
- Worked with the recruitment team to conduct interviews and hire new Account Managers into the organization

Infusionsoft/KEAP (\$100M revenue, Series D funded)

2013 - 2017

Promoted 3 times while working in and experiencing all areas of the customer experience for business sales and marketing automation company.

Manager, Technical Support

Led Technical Support team of 25 representatives and received Multiplier Leadership Award from the Chief People Officer for magnifying the performance, talents and impact of my team members. Coordinate and deliver predictable results across technical customer support team.

- Managed the highest-performing team throughout department based on established KPIs
- Worked weekly with Executives and Senior Leadership team to report on department performance and develop strategies to operationalize Customer Success to \$100+M in revenue
- Managed vendor relationship in order to maintain results-driven performance, establish technical support cohesion for 24/7 customer service, and ensure customer satisfaction
- Performed weekly one-on-one reviews with each team member to drive toward organizational and individual success
- Coached team members to develop troubleshooting skills and increase performance efficiencies
- Administered performance evaluations for each team member every quarter
- Worked with the recruitment team to conduct interviews and hire new support representatives into the organization.

Customer Retention Manager

- Worked directly with dissatisfied Infusionsoft customers to resolve more serious issues that were escalated to

our team to directly reduce customer churn and improve customer relations

- Collaborated with the team daily to achieve team and organizational goals and worked together to innovate and improve processes related to resolving customer “pain points”
- Found more effective ways to use the Infusionsoft tool-suite so as to help customers utilize the software more effectively and improve and grow their businesses through marketing automation

Customer Resolution Specialist

- Partnered in creating Customer Resolution Team from the ground up and pioneered processes and standard operating procedures to effectively handle escalated client issues and scale those efforts to a growing customer base
- Handled escalated customer queries to resolve software and account related issues
- Continuously worked with the tier 1 support representative team to streamline and improve work processes associated with more effectively being able to help our customers succeed with a first call resolution

Customer Support Representative

- Received inbound calls from Infusionsoft customers to resolve their technical and strategic problems with the software
- Found and communicated more effective ways to use the Infusionsoft Platform to help customers find success within the software and marketing automation within their small businesses.
- Continuously collaborated with team to achieve personal and company goals

Education, Certifications & Trainings

BA Chinese & Bus. Mgt. - 2012 | Brigham Young University - Utah, GPA: 3.99

Real Colors | Multipliers - Leadership Development | Infusionsoft Leadership Academy Graduate | Google Ad Words | Copywriting Certification Digital Marketer | OAR/Chalmers Brothers Coaching and Personal Development Training | Infusionsoft Dream Development Certification