

Everett Thomas Black

Cell: 253-350-8794 Email: tom.black06007@gmail.com Github Profile: <https://github.com/tomtimusprime>

LinkedIn: <https://www.linkedin.com/in/thomas-black-605b1a42/>

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

Summary

Full Stack Software Engineer with a strong background in customer success and high growth SaaS as a Manager and Team Leader. Advanced working knowledge of Javascript and React, Java, HTML, and CSS. Experience connecting front-end and back-end components to successfully deliver projects on-time. Functional knowledge of Git version control. Consistent demonstration of resourcefulness, accountability and great attention to detail. The ability to quickly acquire new knowledge to support existing software products, new product designs, and R&D projects. Driven, insightful, enterprising, growth oriented, and people-focused with extensive experience communicating confidently and effectively in a team environment.

Technical Skills

Java | HTML5 | CSS3 | Javascript | JQuery | React | Redux | Node.js | MySQL | MongoDB | MVC Design Patterns
| Modern UI Design | Relational Databases | Nonrelational Databases | ORM/ODM

Education & Professional Development

Bachelor of Arts in Chinese & Business Management - Brigham Young University; Utah, | GPA: 3.99

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

Projects

Trivia Pro

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

Collaborated to build a web application that allows users to randomly generate a trivia game based on category, number of questions, and time per question.

- **Role:** Team Leader/Product Manager, front and backend developer - ensured we met deadlines, oversaw UI design, front-end development and API calls.
- **Technologies & Languages Used:** Javascript, JQuery, MaterializeCSS, Open Trivia Database API, Giphy API, choreographer-js

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 including routing to the backend infrastructure.
- **Technologies & Languages Used:** Javascript, JQuery, Node.js, MySQL and Sequelize, Passport, bcrypt, connect-flash, cookie parser, dotenv, jsonwebtoken4

Project Vault

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

Worked with three individuals to build a practical and user-friendly project management application geared towards project managers and developers to keep track of project progress, bugs, or issues along the way.

- **Role:** Served as the team leader, product manager, and frontend developer. Ensured deadlines were met, oversaw UI design coding and functionality and helped with the routing to the backend infrastructure.
- **Technologies & Languages Used:** React, Node.js, Framer Motion, Styled-Components, MongoDB, Auth0, Passport, express

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.

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.