

ELLYE WALSH

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Dear Spreadly Hiring Manager,

My talents for problem-solving, communication, and relationship building are crucial to bridge the knowledge between customer leadership, and the developers and engineers behind the scenes. As the Technical Account Manager, my strong attention to detail, passion for customer service, and contagious enthusiasm will be assets for Spreadly.

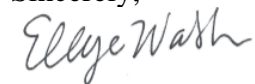
In addition to my experience working in software support management, I am fully fluent in Spanish, and it is my ultimate career goal to use my language skills to enable LATAM market growth for an innovative tech company such as Spreadly. En 2017-18 viajaba en Colombia y Guatemala y trabajé con negocios pequeños en marketing y desarrollo de negocios. Por ejemplo, por Cuscún, una escuela de cocina en Antigua, Guatemala, estuve la traductora de clases, pero también traje clientes y hice conexiones con otros dueños de hoteles y empresas turísticas para atraer más clientes. Organicé conversaciones con el dueño sobre la estrategia de marketing y le ayudé a hacer planes por el caso de emergencias. Besides my language skills, I also have proven my ability to quickly pickup complex technological concepts, as I have established myself as an expert troubleshooter and software SME at MercuryGate International. I am currently furthering my coding skills in a data analytics certificate program at UNC Chapel Hill, and I am eager to apply this knowledge to my job analyzing sales and software usage data for Spreadly.

My previous experience working in non-profit fundraising highlights my ability to manage long-term sales pitches and foster working relationships with donors and board members. At the Mallarme Chamber Players, I re-engaged and negotiated with lapsed donors to fund 30% of our annual revenue, and I increased our ad sales by 60%. At the Sun Valley Music Festival, I developed a ticketing process incorporating technology to cut out manual actions and streamlined communications with donors to eliminate miscommunications. Then, on concert nights, I was the designated de-escalation contact, transforming disgruntled customers into faithful, generous sponsors. This experience has translated well into my role at MercuryGate, as I am frequently praised by leadership and CSMs for my ability to reassure customers with my attention to detail and proactive communication strategy. MercuryGate's customers are enterprise level supply chain companies, and I frequently present to their director-level and senior leadership about my teams' progress on their software issues.

My demonstrated leadership skills combined with my passion for technology and deep commitment to customer experience will allow me to excel as the Technical Account Manager. A dedicated self-starter, I am constantly seeking ways to improve processes, educate customers and coworkers, and grow my skill set. Ambitious and optimistic in nature, I aim to create a positive support team culture in which empowering customers to succeed is the top priority.

Thank you for your consideration.

Sincerely,



Ellye Walsh