Harrison Daniel

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SUMMARY

Full-Stack Developer with over five years of experience in the SaaS industry across multiple verticals. Proven ability to build and scale applications leveraging a unique blend of technical expertise and customer-centric insights. Adept at delivering and optimizing high quality, user-focused solutions.

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, TypeScript
Frameworks/Libraries: React, Next.js, Express, Tailwind CSS, Framer Motion
Tools: AWS, Vercel, Docker, Linux, Nginx, Node.js, NPM, MongoDB, MySQL, Git, GitHub, VS Code

EXPERIENCE

IT Manager   Nov 2022 - Present
Ultimate Cycle   *Powhatan, VA*
- Configure and monitor 15 workstations across dealership to ensure seamless system integrations with ARI CMS, Twilio, and Lightspeed DMS.
- Manage relationships with external vendors and service providers.

Customer Success Manager   Jul 2022 - Nov 2022
AMC Technology   *Richmond, VA*
- Managed book of business totaling $1,473,204 ARR across 23 enterprise accounts internationally.
- Delivered strategic plans and business reviews with clients regarding CRM and computer telephony integration at the end user, decision maker, and executive levels.
- Coordinated implementations and onboardings through technical discoveries, stakeholder meetings, and quality assurance testing.
- Maintained customer enhancements and support tickets through Azure DevOps and Microsoft Dynamics CRM.

Account Executive   Nov 2020 - Jul 2022
AMC Technology   *Richmond, VA*
- Closed enterprise deal with Coca Cola Sabco totaling $280,000 across 3-year contract term.
- Worked closely with technology partners to identify and source new business opportunities.
- Prospected to inbound and outbound leads utilizing tools like ZoomInfo and LinkedIn Sales Navigator.

Account Manager   Apr 2019 – Jan 2020
VividCortex   *Charlottesville, VA*
- Successful acquisition by SolarWinds for $117M in December 2020.
- Managed book of business of 84 accounts across multiple verticals equating to a third of the company's active customer base.
- Ensured successful account renewal and retention through regular account reviews and training with clients to analyze usage or demonstrate new product features.

Business Development Representative   May 2018 – Apr 2019
VividCortex   *Charlottesville, VA*
- Conducted research to prospect, educate, and guide buyer behavior about database performance monitoring for open-source databases such as MySQL, PostgreSQL, MongoDB, Amazon Aurora, and Redis.
- Worked with Solution engineers to deliver proposals and demonstrations to prospects.

EDUCATION

University of Richmond
Full-Stack Web Development Certificate   *Mar 2022 – Aug 2022*
James Madison University
Bachelor of Science, Hospitality Management, Business Minor   *Aug 2013 – May 2018*