

**Joe Davis**

6430 Acorn Oaks St, Las Vegas, NV 89148

Email: [jdavis3333@gmail.com](mailto:jdavis3333@gmail.com)Cell: (760) 267-3318

---

Full Stack developer with experience in the following areas: HTML/CSS, JavaScript/JQuery, Responsive design (Bootstrap & Bulma), Local Storage, and MERN Stack. I am focused on continuous learning and creating positive workplace environments. Previous experience was customer service and sales focused, but I found a new passion in programming. Other professional proficiencies include GitHub, MS Office suite, Google Suite, Zoho, Salesforce, Amazon's Seller Central & Vendor Central, and more.

**PROFESSIONAL EXPERIENCE****Channel Key ~ Las Vegas, NV ~ 5/2018-11/2019**

## Account Manager

- Provide expert, full service e-commerce consultation to brands on Amazon's Seller Central and Vendor Central
- Create and improve existing SOPs for greater internal and client efficiency
- Project manage all stages of the client's lifecycle including onboarding
- Develop strategic blueprint to define the journey and deliverables to reach client-defined targets
- Daily client management: find ways to increase sales and organic search placement, while operating within a defined marketing ACOS budget and keeping within Amazon's acceptable customer service metrics
- Monthly and Quarterly Business Reviews to client's executive staff to display KPI targets vs. actual
- Increased client revenue an average of 65% YoY

**Intermedia.net, Inc. ~ Mountain View, CA ~ 1/2009-1/2018**

## Manager, Account Management ~ 1/2016-1/2018

- Prepared and presented Monthly and Quarterly Business Reviews to the Executive Leadership Team
- Collaborated with Sales Operations, Marketing, and Sales Engineers to improve processes and increase revenue
- Created KPIs to maximize retention, cross-sell, and up-sell efforts leading to YoY revenue growth
- Created and enforced Salesforce best practices to maximize funnel management and improve forecast accuracy
- Spearheaded monthly team meetings and weekly 1:1s to build morale and focus on professional development
- Implemented power dialer & voice analytics tools leading to increased outbound calls and call quality monitoring
- Consistently exceeded quota: 2017- 132% of annual quota, 2016- 106% of annual quota

## Senior Account Manager ~ 1/2015-12/2015

- Responsible for Enterprise customer account retention/renewal, cross-sell and up-sell
- Created professional sales presentations to creatively communicate product offerings, quality and benefits, long-term goals and market comparisons
- Drove retention by following up with customers during and post-sale to ensure optimal customer experience
- Cultivated long-term client relations and developed partnerships to improve profitability and develop pipeline utilizing multiple sales penetration strategies
- 2015: 147% of annual quota and President's Club award winner

## Manager, Customer Service and Billing ~ 1/2010-12/2014

- Led Customer Service, Accounts Receivable, Deals Desk, and Custom Plan teams
- Address escalated calls, emails, and complex billing issues ensuring satisfactory resolutions for all parties
- Member of multiple committees to oversee customer satisfaction and technical awards (TSIA/JD Power)

## Customer Service and Billing Representative ~ 1/2009-1/2010

**U.S. Army ~ Ft. Irwin, CA ~ 04/2003-07/2007**

Diesel Engine (Generator) Mechanic, Honorable Discharge

**EDUCATION**

- San Jose State University ~ San Jose, CA *Major: Political Science*
- UC Berkeley Extension ~ Berkeley, CA *Full Stack Coding Boot Camp*