

Zachary Daniel

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Qualifications

- Problem solving & management experience through 10 years of customer service in technical & non-technical roles
- Utilize latest technologies HTML, CSS/SCSS & Javascript(ES6) to help build clients websites
- Support clients by providing detailed and clear project plans to ensure implementations
- Coordinate meetings to communicate technical product concepts to non-technical stakeholders

Experience

Yardi Systems — Senior Technical Account Manager

JAN 2018 - PRESENT

- Consult with clients to troubleshoot and resolve issues on software processes to optimize use
- Implement and manage 15-20 client accounts ranging in portfolio size from 1000 to 70,000 units ~ \$5 million ARR
- Provide feedback to Sales, Product Managers & Engineering teams to help prioritize client and product direction
- Track project plans to meet annual client initiatives and increase company profit

3 Elements Lifestyle — Head Athletic Trainer

JULY 2011 - JUNE 2017

- Recruited and trained ~10 employees to learn and implement companies program and policies
- Coordinated with fitness software company to insure proper system implementation
- Utilized multiple channels of communication to ensure employees met company standards (Trello/Gmail Suite)

JP Morgan Chase — Lead Teller Operations Specialist

MARCH 2016 - APRIL 2017

- Planned and managed schedules in agreement with federal and state laws
- Executed transactions in accordance to regulations and accurate data reporting
- Ensured monthly, quarterly, and annual audits were complete following specific corporate and governmental guidelines

EDUCATION

California State University Channel Islands

Bachelor of Arts in Communication, Emphasis in Business and Nonprofit Organizations

GRADUATED DECEMBER 2013

NuCamp Boot Camp

Certificate in Full Stack Web & Mobile Development

GRADUATED APRIL 2020

SKILLS

Customer Service

Project Management

Strategic Thinking

Agile Methodology

Leadership

Web Technologies:

- HTML/CSS
- JavaScript/jQuery
- React
- Nodejs
- SQL