

CARTER CHEN

Technical Account Manager

✉ c.chen@email.com

☎ (123) 456-7890

📍 Seattle, WA

in [LinkedIn](#)

WORK EXPERIENCE

Technical Account Manager

Zillow Group

📅 2020 - current

📍 Seattle, WA

- Saved 21% on operational costs by developing a customer conversion roadmap using Jira
- Executed a Proof of Concept program, **increasing net sales by 97%**
- Forged teamwork between senior managers and sales support that prevented 77% of client calls to the sales team for technical support
- Took part in an extensive competition analysis plan and saw revenue increase by 18%

Technical Support Team Lead

Expedia Group

📅 2017 - 2020

📍 Seattle, WA

- Supported 100+ strategic customers, **increasing satisfaction by 83%**
- Used Mixpanel to identify new opportunities and ended up with a 12% rise in customer retention
- Enabled 51% reduction of internal data needs by streamlining technical processes
- Increased repeat customers by 21% through incorporating TeamViewer remote solutions

Technical Support Specialist

Expedia Group

📅 2014 - 2017

📍 Seattle, WA

- Achieved 70% service margin and 157% revenue objective, leading to promotion in 2017
- **Boosted departmental productivity by a 65% margin** through regular technical processes familiarization
- Rolled out three certification programs for junior tech team that accelerated the resolution process by 42%
- Ensured 94% of tier two tech tickets were not escalated upwards by adequately equipping juniors

OBJECTIVE

Seasoned technical account manager with experience cutting across markets. Ability to identify business needs and create bespoke solutions to achieve set goals. Successful in building productive relationships between the technical team and other departments. Dynamic individual ready to match the demand for excellence at Stamm Technologies.

EDUCATION

Bachelor of Science

Informatics

University of Washington

📅 2012 - 2016

📍 Seattle, WA

SKILLS

- Salesforce
- JIRA
- QlikView
- Oracle Cloud
- TeamViewer
- PRTG Network Monitor
- Apigee
- Docker
- Mixpanel

CERTIFICATIONS

- Certified Technical Account Manager (CTAM)