Roy Daly
3708 Park Ave N, Renton, WA 98056
425.306.7299
roy@roydaly.com
LinkedIn Profile

Technically minded professional with 10+ years of experience using creative problem-solving skills to deliver optimal results while thinking outside the box. Looking to transition into a technically focused role for a growing organization.

Education and Certifications –

- AWS Certified Cloud Practitioner Certificate, June 2020
- Currently pursuing: AWS Certified Developer - Associate

SOFTWARE ENGINEERING IMMERSIVE
General Assembly, Seattle, Washington, Graduated 2019

BACHELOR OF SCIENCE (B.SC.) IN AVIATION MANAGEMENT, MINOR BUSINESS ADMINISTRATION
Central Washington University, Ellensburg, Washington

Experience –

Pointe3 Real Estate   2015 – 2019
Pointe3's Website
Managing Broker
- Promoted from Broker
- Collaborated with clients to determine what kind of properties they are seeking or selling and advise clients on market conditions, prices, mortgages, legal requirements and related matters
- Liaised with escrow companies, lenders, and vendors to advocate for client needs and to ensure the terms and conditions of purchase agreements are met before closing dates
- Created smooth and harmonious transactions for my clients through education, best practices, and integrity
- Responsible for the operations and financial success of condos and townhomes in the Greater Seattle Area
- Identified key clients through extensive research and maintained relationships with open communication and collaboration

PayScale   2014 – 2017
PayScale's Website
Customer Success Manager
- Promoted from Sales Development Representative
- Accomplished a 145% monthly recurring revenue (MRR) increase in one month and set the record for highest monthly upsell increase in company history
- Attained a 15% annual contract value (ACV) increase per renewal on a book of business that has $85,000 of MRR
- Managed over 200 subscriptions at one time with a 99% MRR retention rate
- Educated customers on the online portal and answered questions on specific reports and other compensation related questions
- Verified and updated accounts, contacts and opportunities in Salesforce, conducted meetings via GoToMeeting, created contracts via the Conga Salesforce app, monitored customer engagement via Totango and Marketo and stayed organized via TimeTrade

- Pursued renewals of customer's annual subscriptions to ensure high utilization of the site, as well as continued value to customers
- Liaised with the UX, Sales, Marketing, Development and Billing teams to ensure a smooth end-user experience and to provide constant feedback for feature improvements and additions
- Promoted additional services, product offerings, and subscription scopes to upsell current customers

Aviation Supplies and Academics   2008 – 2014
[ASA's Website](#)
Product Specialist
- Promoted from Outside Sales and Customer Service
- Collaborated with developers on bugs, problems and improvements to our software, assisted with product development by submitting and honing ideas, and beta tested multiple products from conception to production by reviewing and approving changes made to prototypes
- Delivered promotional and marketing material to prospective customers and the media and monitored the use of our products in various environments
- Drafted and edited user manuals associated with our products, tested and provided insights for changes regarding warranty claims, and continuously reviewed and kept products up to date and current with our textbooks and training material
- Pitched training supplies and textbooks to universities and distributors while also attending and participating in trade shows
- Engineered an electronic flight computer with over 100 aviation functions spanning computing Mach numbers to weight and balance information

Sales Core Competencies –
Analytical, Troubleshooter, Multi-tasker, Vendor Management, Data Analyst, Creative Thinker, Project Management, Problem Solver, Program Management, Complex Solutions Architect, Focused on Explaining Features Concisely but Thoroughly, Constantly Rehearsing Pitch, Targeting Specific Needs and Solving Complex Pain Points, Addressing Current and Future Needs, Self-Starter.

Technical Core Competencies –
React, Node.js, Express, TypeScript, PostgreSQL, Sequelize, MongoDB, Mongoose, Python, Django, HTML5, CSS3, JavaScript, REST, API, AWS, JIRA, Zendesk, NetSuite, Accessibility and Responsive Design, Git, Github, Heroku, Salesforce and Command Line.

Leadership Principles –
Results Driven, Builder of Trusted Relationships, Deep Diver, Relentlessly Looking for Additional and Further Ways to Serve Customers, Continuous Learner, Ownership of Job and Actions.