



Conor Chepenik

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ABOUT ME

Detail-oriented and adaptable professional with a strong background in customer support, sales, and technology. Experienced in developing efficient workflows, solving complex problems, and fostering cross-functional collaboration. Proficient with tools like G Suite, Zendesk, Salesforce, and various AI platforms. Skilled in balancing multiple projects and working in fast-paced environments. Passionate about leveraging technology to enhance customer experience and operational efficiency in the digital assets space.

EXPERIENCE

Swan Bitcoin

Bitcoin Adoption Specialist

Jacksonville, FL (Remote)

Jan 2024 - Present

- **Assist thousands of customers monthly** in utilizing the Swan Bitcoin platform through Zendesk, Zoom, emails, and phone calls, maintaining high customer satisfaction.
- **Conduct biweekly webinars**, increasing customer engagement with our platform and reducing Zendesk tickets by explaining the ins and outs of our platform before a new customer writes in.
- **Collaborate with Risk, Engineering, and Operations teams** to provide proactive feedback for platform improvements and drive customer value.
- **Triage and resolve complex customer issues**, escalating to appropriate departments when necessary.

Writer

Freelance Writer

Jacksonville, FL (Remote)

April 2022 - Present

- Produce in-depth articles and analysis on Bitcoin, blockchain, technology, and fintech trends for leading industry publications, enhancing public understanding of complex topics.
- Published in prominent outlets including ZeroHedge, Bitcoin Magazine, The Common Sense Movement, and Bitcoinnews.com.

Datadog

Commercial Account Executive

Boston, MA

April 2022 - January 2023

- Utilized LinkedIn Sales Navigator, Builtwith.com, and Zoominfo to generate personalized outreach, resulting in successful business development via cold calling, email and LinkedIn/Twitter outreach.
- Coached Sales Development Reps on strategy and best practices for business development, resulting in a 64% increase in meetings booked for SDRs, ultimately leading to more revenue generated for the company.

Reveener

Business Development Team Lead

Lexington, MA

September 2020 - April 2022

- Managed outbound sales team selling web/app development, backup software, learning management solutions, and digital signage for companies like Quantum Mob, Datto, and Yodeck.
- Organized the creation of an employee intranet portal that consolidated all sales data, providing employees with easy access to their career progress at Reveener as well as the company soccer team participation in a local rec league, including player communications, scheduling, and budget management. Strengthened camaraderie and morale through team building events.

EDUCATION

Tufts University

B.A Film & Media, Entrepreneurship

Medford, MA

August 2016 - June 2020

Additional Proficiencies:

Local Bitcoin Meetup Coordinator | Former D-3 Athlete | Avid Runner | Devoted Father | Critical Thinker | Creator/Curator of Memes