

Turner Davis Walters

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Professional Summary

Versatile Account Director and Senior Web Engineer with 20 years of experience delivering custom web applications, AI integrations, and digital platforms. Managed a **\$2M** client portfolio (**50% of agency revenue**) spanning contract sizes from **\$3k to \$1M+** with **100% client retention** and **150% YoY growth**. Bridges the gap between complex engineering architectures and commercial growth—building C-Suite trust through consultative value expansion, translating technical capability into high-value client retainers, seamless delivery workflows, and scalable digital solutions.

Work Experience

By the Pixel LLC / Denver, CO & Remote / October 2014 - August 2026

Director of Accounts / Feb 2024 - Aug 2026 / **2 yrs 7 mo**

- Managed a high-value client portfolio valued at **\$2M (50% of total agency revenue)**, with engagement sizes ranging from **\$3k to \$1M+** with a **100% client retention rate** and **150% YoY portfolio growth**.
- Partnered with C-suite and executive leaders to organically grow account value through consultative, no-pressure strategic alignment.
- Navigated complex client executive leadership transitions by proactively restructuring contract models into predictable, transparent billing frameworks, preserving key accounts and driving long-term retainer growth.
- Spearheaded agency-wide AI standardization, establishing Claude as the core internal AI tool while creating flexible policy frameworks for developer-specific tool choices.
- Led end-to-end inbound sales operations by qualifying incoming leads, conducting technical discovery sessions, partnering with engineering leads to estimate complex projects, and personally authoring comprehensive proposals and SOWs.
- Standardized sales workflows, forecasting models, and financial review cadences to optimize team efficiency and hit ambitious margin targets.

Account Manager / Jun 2021 - Aug 2026 / **5 yrs 3 mo**

- Managed tier-one client accounts and sales pipelines, translating complex technical architectures into actionable business solutions for healthcare, nonprofit, retail, and SaaS clients.
- Orchestrated rapid burst-development resource scaling during high-stakes product relaunches, meeting tight client deadlines, building deep executive trust, and expanding retainer size significantly the following year.
- Managed tier-one inbound sales pipelines from initial lead response through deal closure, driving client discovery, collaborating on technical estimation, and writing tailored client proposals.
- Conducted executive client training sessions and ongoing strategic reviews, transforming standard delivery contracts into long-term retainer engagements.

Software Development Manager / Apr 2022 - Feb 2024 / **1 yr 11 mo**

- Directly led a team of software engineers, aligning roadmaps with deliverables and budgets.
- Built individual growth trajectories and internal knowledge-sharing frameworks, increasing average developer tenure by **30%**.
- Overhauled developer performance metrics to better reflect employees full value to the company.

Lead Developer / Senior Developer | Oct 2014 - Aug 2022 / **5 yrs 11 mo**

- Architected scalable web applications and REST APIs serving **50k+ daily active users** with **99.9% uptime**.
- Led engineering sprint cycles, doubling release cadence (**2x**) and reducing QA cycle time by **40%** through rigorous code review standards.
- Automated CI/CD pipelines and testing suites, lifting test coverage and cutting deployment errors by **30%**.
- Partnered closely with product and client leadership to convert business roadmaps into technical specifications.

Work Experience

VisionPoint Marketing / Raleigh, NC & Remote / October 2006 - October 2014

Senior Web Engineer

- Engineered large-scale custom websites and web applications utilizing PHP, MySQL, JavaScript, and HTML5/CSS.
- Partnered with executive leadership to scope technical feasibility, estimate development costs, and run client training workshops.
- Integrated SEO/SEM best practices and accessibility standards across client builds, maximizing search discoverability and regulatory compliance.
- Mentored junior developers and established the agency's internal accessibility education program.

Featured Client Engagements & Case Studies

Alliance for HOPE International | Account Manager & Strategic Lead

- [Marketing Website & E-Learning Platform](#): Designed and managed the development of a global nonprofit marketing website.
- [Hope Chat](#): Built an AI-chat-powered SaaS platform providing 24/7 support for domestic violence victims and survivors.

Solv | Account Manager, Strategic Lead, Lead Developer (past)

- [B2B Healthcare Web Application](#): Architected and managed a platform to simplify access to healthcare services.
- [AI Healthcare Booking](#): Built an AI-chat-powered SaaS solution to streamline healthcare appointment scheduling.

Grow Therapy | Account Manager, Strategic Lead

- [WordPress Marketing Website](#): Developed a high-impact marketing website to improve mental health service accessibility.

CISCRP | Account Manager, Strategic Lead

- [Global Nonprofit Redesign](#): Led the redesign of a global WordPress website to simplify clinical trial information for the public.

DomesticShelters.org | Account Manager, Strategic Lead, Lead Developer (past)

- [Nonprofit Website Development](#): Developed a comprehensive portal providing critical data and knowledge to domestic violence survivors and professionals.

Technical & Leadership Skills

- **Leadership & Management:** Key Account Management, Portfolio Growth (\$2M+ P&L), Client Retention, Revenue Forecasting, Cross-Functional Team Leadership, Agile/Scrum, CRM.
- **Languages & Frameworks:** JavaScript, TypeScript, PHP, Python, Ruby, React, Vue.js, Node.js, Laravel, Ruby on Rails.
- **CMS & Architecture:** WordPress, Headless CMS architectures, REST/GraphQL APIs, Microservices, SaaS Architecture.
- **Cloud & DevOps:** AWS, GCP, CI/CD Pipelines, MySQL, PostgreSQL, Docker, Automated Testing.
- **AI & Search:** LLM Integrations (OpenAI / Anthropic APIs), Conversational UI Architecture, AI-Assisted Workflows, AEO, SEO/SEM.
- **Productivity:** MS Office and Google Workspace

Education

University of North Carolina, Chapel Hill, NC

Bachelor of Science in Computer Science