

Sales Development Representative

OBJECTIVE

Seeking a sales position to use my understanding of communication, customer service experience, strong people skills, and problem-solving abilities alongside a hunger to be promoted within the company.

EDUCATION

San Francisco State University, San Francisco, CA

May 2021

B.S. in Broadcasting and Electronic Communication Arts

WORK EXPERIENCE

Communications Coach, Self Mastery Co, Las Vegas, NV

Mar 2020 - Present

Lead an 8 week program teaching clients to improve their vocal and facial modes of communication, public speaking skills, body language and emotional intelligence.

- Sold 30 clients an 8-week course of \$2,500, compiled of a digital product of videos, and two weekly zoom calls every Wednesday and Saturday lasting several hours to review material, q&a, and perform exercises expanding each client's social competency, body language, tonality, volume, and intuition.
- Coached 115 clients external conversational tools and techniques to sub communicate status, speak confidently, resolve conflict, how to lead a conversation, and conduct effective public speaking. Client results are measured through extensive journaling, improvement via exercises, zoom calls, and video.
- Improved the total of 60% of clients in receiving promotions, the ability to emote and deliver complex ideas in simple and clear ways, removing monotone, and how to be compelling, thus increasing the quality of their relationships.
- Published content to personal and company media pages to move new leads into a sales funnel of 7 additional closes.
- Conducted monthly check-in meetings with alumni for ongoing customer satisfaction, referrals, and 25 free recorded and written testimonials for marketing and advertising.

Sales Development Intern, Track My Medicine, San Francisco, CA

Jan 2019 - May 2019

Track My Medicine is a startup medical software company that allows users to track their ongoing treatment and have ease of access to their physician.

- Managed Hubspot CRM for lead generation and sales cycle process, generated 5 opportunities a week for account management team to close an average of two new test users a week.
- Cultivated the preparation of sales material that led to 5 new opportunities a week.
- Assisted staff with proposal preparation for investors, leading to an additional \$10,000 for the company.

Valet Accountant/Team Lead, Marriott Marquis, San Francisco, CA

Apr 2017 - Mar 2020

- Managed customer relationships, processed and reviewed final payment for an average of 200 customers daily, hired and trained 8 new employees, coordinated 10 employee schedules under challenging situations to deliver high level company goals of low turnover, managing cost, and delivering customer satisfaction.

CERTIFICATION & SKILLS

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| - Hubspot | - Google AdSense | - Salesforce |
| - Sales | - Managerial | - Analytical |

