

Joshua Jacobs

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Looking for opportunities at an organization with a growing culture, one that exudes motivation and growth.

Work Experience

Integrated Media Specialist/ Account Executive

iHeartMedia Inc

July 2019 to October 2020

Managing a portfolio of 20-30 clients looking to widen their reach and brand in their respective markets. Including but not limited to developing marketing strategies and executing live events. In charge of ideation and execution of strategies collaborating directly with client and their internal marketing teams. Utilizing state of the art marketing techniques with goals to drive growth and revenue. Maintaining advertising budgets while keeping track of data and KPIs to allow changes to be made immediately if needed to continue upward trends. Worked directly with On-Air Talent to utilize assets to maximize ad spend including writing commercials and advertising spots. Strategically pricing advertising by impressions based on Nielsen Ratings. Top marketing tools used regularly include Over the Top TV including TOP 5 streaming services using quantifiable impressions to target zipcodes based on search results from handheld devices and different Apps. Creating the project and working closely with clients to set up live events and concerts including the Jingle Ball and iHeartRadio Festival. Met and exceeded sales projections and annual sales quotas for Las Vegas and the surrounding zipcodes. Utilizing tools to project expected sales volume and profits for each client.

Internet Sales Manager

CHAPMAN DODGE OF LAS VEGAS

June 2018 to July 2019

Main duties include providing a high level of customer service on all store interactions and leads generated via the website. Main day to day job responsibilities involve ongoing training and product knowledge to stay on top of customer inquiries. Following up with prospects and executing proposals. Meeting and exceeding sales quotas and increasing a strong book of happy clientele. Daily updates to the website and associated social media with new inventory and pricing

Managed a social media blog page to promote the dealership's presence on social media platforms running campaigns to bring customer awareness, while also maintaining an active pipeline. Prospecting everywhere to promote myself and exceed sales needs.

During sales process I am responsible for providing an excellent experience for the prospective customers looking at purchasing a new vehicle. Staying up to date on all current product lines to properly give an exceptional product presentation.

Also maintained an active CRM or Customer Retention Management system insuring proper level of professionalism is maintained and to ensure proper customer follow ups along with timely new prospects contact.

SEO Specialist/ SMM Specialist

PROBLEM SOLVED MARKETING

September 2018 to June 2019

Developing strategies for businesses to widen their online presence and promote more strategic growth. Including both SEO or Search Engine Optimization and SMM or Social Media Marketing being integral parts in running a successful online marketing campaign. Responsible for analyzing, reviewing and implementing websites that are optimized to be found on the first page and found by search engines. With the main focus being on the behaviors of specific search engines. Removing "red flags" or errors when needed. Planned and executed SMM campaigns via host domain and set up landing pages for ad campaign. Set up landing page with auto response that increased follow through by a couple percent. Maintained a strong portfolio of successful jobs and happy clients.

Delinquent Accounts Lead

CONSUMER PORTFOLIO SERVICES

January 2018 to July 2018

Staying up to date on key business goals and implementing innovative collections initiatives to achieve the collections goals and customer satisfaction objectives of the Company.

Often using skip tracing measures to retain customers while encouraging them to meet their contractual requirements.

Strong Team Environment and always offered to assist reps with talk offs and assistance in finding a solution for a specific situation.

Initiated training dialogue with Reps to help in the ongoing training per Supervisor. Ongoing training to remain compliant to company policies and staying up to date on changes to adhere to company procedures. Daily goals met with high volumes of outbound and inbound calls to stay productive while utilizing proper sales techniques.

Inside Energy Consultant

SOLARCITY/TESLA

July 2016 to January 2018

Inside Sales team focusing on new business. Delivering an exceptional customer experience while identifying concerns to ensure customer is committed every step of the way. As the main point of contact to address customer's questions and concerns through the whole process. I facilitated every step of the solar installation approving revisions and helping the design and permits team with specifics to ensure a smoother installation and process for the customer. Continually exceeded monthly sales quotas of solar installations and energy efficiency services by maintaining a strong customer referral pipeline.

Team Environment where I strived to help provide a positive environment to help peers. I made myself available for the team and the floor for talk offs.

Worked close with Director of Sales to setup up multiple events and helped with a number of different off the clock events ie. TopGolf for Contest Winners and Top Sales Awards. Made myself available to help wherever I could. I ended up taking on a lot of extra commitments because I was so passionate about my job.

Operations Coach

PRA LLC

January 2015 to February 2016

Providing leadership by modeling the behaviors that demonstrate the companies expectations. In charge of a team of new and veteran employees, assigned based on minimal performance metrics in an attempt to boost both productivity and knowledge of policies and procedures. Daily training to ensure

representatives are adhering to quality standards and ensuring compliance to both FDCPA and CFPB regulations are being followed. Assists with monitoring floor activity, serving as a second voice on legal collection calls and handling escalated calls when needed. Review reports to ascertain productivity. Publish weekly management status reports of work accomplished and tasks still outstanding for the month. Including but not limited to clicks per hour, accounts worked per hour, new money collected, and future monthly pending payments.

Account Manager

PRA LLC

June 2013 to January 2015

Working both independently and with a team, to effectively manage a portfolio of consumer credit accounts. Utilizing multiple systems to research and understand each consumer's financial situation. Analyzed financial information, including credit reports, to negotiate the most expeditious resolution for delinquent accounts. Continuously following-up on accounts to ensure payment commitments are met. Demonstrating both professionalism and courtesy when working with consumers and attorneys. Effectively work with consumers through sensitive and challenging financial situations. Adhering to quality standards and ensuring proper and lawful interactions with consumers are maintained. Exceeded in monthly production goals and tasks. Effectively utilized multiple skip tracing systems to acquire and document current consumer information. Negotiating payments through a variety of different channels (i.e. credit card, check, ACH withdrawals, and wire transfers). And any other duties as assigned by Management

Education

High School Diploma

Clovis High School

Skills

- A goal orientated person with a strong work ethic.
- An outgoing personality with a willingness to be a team player and a team leader.
- Assertive self-starter; able to spark interest and take initiative
- A self-motivated and organized professional, skilled in completing tasks to achieve company goals
- Resourceful and detail-oriented, skilled problem solver and multi-tasker

Links

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