

# Isaac Nino

[isaacdavidnino@gmail.com](mailto:isaacdavidnino@gmail.com) | (956)456-4242 | [linkedin.com/in/isaacdino/](https://www.linkedin.com/in/isaacdino/)

I am a people-centric introvert, and implore those close to me to think critically. I recognize the value in patterns and scalable strategy, both on a professional and personal level. Continuous learning and innovation are key components to a great environment, and I strive to introduce those components where I can. Always pushing, always growing, and doing what I can.

## PROFESSIONAL EXPERIENCE

### Subvrsive

April 2022 - Present

#### Client Services Specialist

- Responsible for coordinating inbound and outbound sales efforts through data, communications, and performance reporting.
- Responsible for maintaining and innovating CRM processes and ensuring that information is indexed properly.
- Responsible for building automation to strengthen cross-departmental communications through Zapier.
- Responsible for building automation to decrease data maintenance legwork, saving time and boosting productivity.
- Responsible for building reports that capture revenue streams, forecasted revenue and general performance.
- Responsible for maintaining sales pipelines and ensuring that all viable opportunities are indexed.
- Responsible for keeping up to date with all things XR, and leveraging Notion and monday to track information.

### Peloton Interactive

July 2020-March 2022

#### Field Operations Team Lead

- Responsible for 15 direct reports involving 1:1 meetings monthly with each member to discuss professional growth.
- Responsible for giving and gathering workplace feedback, coach performance, goal setting, identifying and solving employee relation based issues.
- Data aggregation and analysis centered around Key Performance Indicators such as customer satisfaction, safe driving compliance, attendance/meal break compliance and daily vehicle inspection report compliance. (Metrics pulled from Salesforce, Looker, Tableau and GeoTab)
- Collaborated with warehouse lead and team to ensure inventory and product is accurately managed through WMS and SCALE.
- Collaborated with Operations Manager to create HYPE committee composed of 11 hyper performers and prospective backfill candidates; and equip them with learning tools centered around: coaching and feedback, change management, leadership and conflict resolution.

## EDUCATION

### Career Foundry

November 2022 - September 2023

#### Full-Stack Web Development

- HTML, CSS, JavaScript
- Node.js, React.js, Bootstrap
- APIs, Python, Wireframing

### Texas State University

August 2013-December 2018

#### Bachelor of Science in Public Relations

- Dean's List 2016, 2017, 2018.
- Business Administration minor completed

## SKILLS

KPI Reporting   Data Analysis   Notion   360 Feedback   Data Management   Salesforce   HubSpot

monday   Google Suite   Microsoft Office Suite   Problem Solving   Zapier   Declarative Programming   Job Development

*\*References available upon request*