

Ryan Taylor

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EDUCATION

Master of Science in Sports Management
Southern New Hampshire University
Bachelor of Science in Kinesiology
California Baptist University

February 2018

May 2015

PROFESSIONAL EXPERIENCE

Inside Sales Representative

Los Angeles Angels

February 2020– Present

Anaheim, CA

- Source new sales opportunities through inbound lead follow-up and outbound calls and emails
- Achieve daily and weekly outbound call and talk-time quotas
- Understand customer needs and requirements to assist with selling products and upgrading packages
- Identify prospective buyers to increase up-sell opportunities
- Close sales and achieve monthly sales quota
- Respond to general sales and service questions

Promotions Representative/Guest Relations/Security

2020 Los Angeles Angels

May 2019-February

Anaheim, CA

- Assist in set-up and cleanup for promotional item days
- Hand out promotional items and greet fans as they enter the ballpark
- Assist guests and ensure a safe, positive experience within the ballpark
- Worked guest relation booths around the stadium to assist fans
- Worked security at entrance gates around the stadium

Senior Tax Analyst

Ideal Tax Solution

February 2021– May 2021

Costa Mesa, CA

- Gather information and conduct financial interviews to determine client eligibility for IRS tax relief
- Sell tax investigations and resolutions
- Meet monthly sales quotas
- Provide customer service and answer questions as the main point of contact for the tax resolution team

Game Day Operations

Los Angeles Kings

August 2019 – March 2020

Los Angeles, CA

- Responsible for the preparation of the Game Entertainment concourse activation spaces, including stocking products, maintaining inventory, preparing sales equipment, and all administrative needs relating to the activation space
- Sell/promote items benefiting the Kings Care Foundation as assigned with a primary focus on the Bailey's Buddies program
- Organized and maintained all LA Kings Game Entertainment storage areas and inventory

Operations Manager

LA Fitness

November 2017 – July 2019

Rancho Cucamonga, CA

- Ensure that our members receive exceptional service from a happy, friendly staff in a clean and well-maintained facility
- Hire, train, and supervise all fitness, babysitting and janitorial staff
- Resolve all membership issues, update past due accounts, manage payroll and supplies budget, and uphold company standards

Product Distribution Lead

Fanlight Corporation

September 2016 – November 2017

Ontario, CA

- Managed warehouse inventory to ensure the quality and speed of the shipping and receiving process
- Assisted in the training process of new employees which helped lead to the continued growth of the company culture

Level 6 Associate

In-N-Out Burger

February 2013 – March 2016

Moreno Valley, CA

- Provided excellent customer service while maintaining high-quality standards in a fast-paced work environment
- Responsible for training lower-level associates