

Project Manager/Consultant Project Manager/Consultant San Francisco Bay Area, CA Authorized to work in the US for any employer Work Experience Project Manager/Consultant Service Experts Heating and Air Conditioning - Dublin, CA March 2019 to Present Consult with homeowners on HVAC and indoor-air quality needs and present options utilizing company-established sales process to provide the best solution for the customer's budget and needs Conduct load calculations to measure heat gain and loss to design the proper sized equipment for residential HVAC projects Leverage Service Experts marketing data, tools and promotions to maximize sales effectiveness Utilize basic business accounting to understand job costing, profit margin, and cost of sales IT Contractor (Remote) Genea Energy - Irvine, CA November 2017 to March 2019 Hands-on remote troubleshooting in diverse client network environments/systems Basic technical understanding working with major building management and HVAC control systems Remotely activated and troubleshooted commercial real estate BMS and EMS systems Entered incidents into Salesforce CRM, including detailed information for every incident, escalation and resolution Utilized proprietary software, applications, and remote connectivity tools for daily operations and increasing task efficiency Communicated with commercial building tenants, engineers, security, and property managers via email and chat Lead Operations Manager JW Heating and Air - Los Angeles, CA April 2017 to November 2017 Lead a team of 5 residential HVAC retail sales representatives consistently generating over \$500,000 in monthly revenue combined, exceeding sales quota by an average of 20% month-to-month Collaborated with CEO to improve the systemic approach to lead generation and customer retention Conducted weekly office meetings to review KPIs and expectations for company objectives Recruited, trained and instructed new team members with knowledge of all company products, services and promotions Lead Generator/Sales Home Comfort USA - Tustin, CA May 2015 to March 2017 Track record of consistently delivering 150% of revenue KPI's Provided pricing in person for heating and air conditioning maintenance services inside Costco and Lowes big box stores Scheduled install consultations in person, via e-mail and outbound calling Received high volume of inbound calls and identified customers request to attain their business Handled customer questions and complaints with the highest degree of

professionalism Traveled to various locations throughout social to promote services Sales Representative Chus Packaging Supplies - Santa Fe Springs, CA September 2014 to March 2015 Proven track record of closing over 30 B2B transactions within first month of role by cold calling businesses, email marketing, face-to-face presentations, and door to door lead generation Negotiated the terms of an agreement and closed a sale in-person, via telephone, and by email Drove to client location and demonstrated sample of product for the purpose of attaining their business Handled client requests for cancellation of services and provided solutions to retain their business Operations Apprentice Nature's Sunshine El Girasol - Bellflower, CA January 2012 to August 2014 Drove owner to company meetings while following all traffic laws and safety regulations Picked up packages from retail store and delivered to clients within the required time frame to retain customer satisfaction Identified system and process improvements to allow scalability and efficiencies, including involvement in projects and working groups Dealt with all customer query escalations and complaints quickly and efficiently in line with the Nature's Sunshine complaints procedure Worked closely with the business owner to ensure that the targets set out by the business are achieved in line with the operations strategy Education Information Technology 42 Silicon Valley - Fremont, CA 2018 to 2019 High School Diploma Excel High School - Edina, MN 2013 Skills Microsoft 365, Mac OS X, G Suite, Github, Salesforce, Windows OS, Linux Additional Information Achievements Planned, directed, managed, and oversaw the operations of Costco and JW Heating and Air business partnership from start resulting in being awarded for ranking top 5 in the nation within 6 months of operations Devised work schedules according to budgets and workloads, resulting in overhead reduction and a significant increase in revenue for Costco HVAC program Recognized and awarded for generating over \$750,000 in HVAC revenue for Home Comfort USA within a year

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