

# CASSIDY ALEX

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## **RESUME OBJECTIVE**

An experienced and proven Full-Cycle Recruiter and Sales Associate within the SaaS industry, looking to secure a full-time position as a Customer Success Manager with a strong focus on client consulting, subject matter specialization, and delivering innovation. The role would ideally encourage a culture that is team-focused, autonomously challenging, and foster a healthy work environment.

## **WORK EXPERIENCE**

### **athenahealth**

*Sales Development Representative, Austin TX / January 2021 – Present*

Self-Motivated professional operating within the Small Market Business segment of an industry leading healthcare SaaS company. Responsible for strategically generating leads through various outlets to help grow a regional pipeline and network within a designated territory. Ability to articulate value to potential prospects and consult on what services best match their individual needs. Leveraged internal and external resources including Salesforce, Account Executives, and Business Development support to have full market ownership and exceed Key Performance Indicators. Participated as a mentor to new associates entering the Small Market Business team.

### **Equinox Holdings, Inc.**

*Sales Associate, Austin TX / January 2020 – January 2021*

Brand ambassador for a luxury health and fitness club where excellence is the starting line. Responsible for achieving individual sales goals, club lead generation, and securing member referrals through events. Secure contacts and maintain relationships with prospective and current clients to build a strong referral base and retain business. Display, have subject matter expertise, and participate in all club services, programs, and products. Quickly identify and adapt to various personalities by displaying high emotional intelligence to close the sale and upsell services effectively. Hit 100% or greater of sales target for each month of employment. Lead local team in ancillary sales. Host events and workshops that demonstrate the brand's value to members and corporate accounts.

### **GQR Global Markets**

*Senior Associate, Austin TX / June 2019 – January 2020*

Full-cycle recruiter responsible for business development, recruiting leading-edge talent, and account management within the acute hospital and healthcare industries. Create transparent and trusting relationships with both clients and pipeline to execute objectives with confidence, speed, and precision. Mastery of Client Management Services and data organization. Maintain and deploy a flexible pursuit plan that aligns with the company's mission, office directors, and senior healthcare manager's goals for the business line. Provide subject matter expertise to the team at a national level by creating and leading weekly sales training. Effectively reverse engineer office goals to set key performance indicators to drive daily activities autonomously. Created templates and best practice guidelines for new associates to follow.

### **Maxim Healthcare Services**

*Area Recruiter Lead, North Area 1 / February 2019 – June 2019*

While remaining an active producing recruiter, perform additional responsibilities to mentor, coach, and drive the recruiting activity without compromising quality and service. In partnership with office leadership and the Business Development team, designs, and executes recruitment strategies based on office-specific business needs to attract quality candidates. H1 Area Top Biller for 2019. Presented at the national level for best practices and servant leadership. Prepared and lead quarterly Area training for all recruiters.

*Healthcare Recruiter & Client Manager, Portland ME / February 2017 – June 2019*

Sourced, screened, hired, and retained qualified healthcare professionals to meet the official business needs. Developed relationships with clients, patients, and referral sources to determine open needs, successful placements and identified additional business opportunities. Responsible for building a network of qualified candidates, evaluating skills in relation to position requirements, negotiating compensation, overseeing the completion of onboarding requirements, and managing active caregivers. Recruiter of Month in 2018.

**Boyne Resorts**

*Ski Instructor, Carrabassett Valley ME / November 2012 – April 2019*

Provided quality ski instruction to individuals in private and group settings for students of all ages. Maintained an environment that focused on providing a safe, fun, and exciting experience for the student. Created personalized instruction to students of all abilities; provided unique accommodation when necessary. Interacted with students, staff, and all employees pleasantly and positively.

**EDUCATION & VOLUNTEERING**

**University of Southern Maine**

*Portland ME / 2010 - 2013*

*Completed 2.5 Years towards a degree in Communication*

**Maine Audubon**

*Volunteer, Scarborough ME / 2017-2019*

**Boothbay Youth Soccer**

*Assistant Coach, Boothbay ME / 2015*