

MARIO GUARDADO

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Email:

Business Development & Administrative Professional

An experienced bi-lingual (English/Spanish) Business Development professional committed to providing support for coordination of company customer services, lead generation and operations assistance. Highly skilled in customer service, account management, and as a supportive team member within a fast paced environment. Seeking an entry-level position in an atmosphere promoting professional growth, where opportunities exist to contribute in other areas within the company, especially in the areas of sales, project management, and social media development.

Areas of Expertise

- Lead Generation
- Superior Customer Service
- Project Coordination
- Marketing/Public Relations
- Strong Organizational Skills
- Technologically Savvy
- Effective Time Management
- Basic Accounting Principles
- Social Media Applications
- Aviation Electronics
- Process Improvements
- Executive Communications

Professional Experience

HONEY, NEW YORK, NY

OCTOBER 2014 – MAY 2015

BUSINESS DEVELOPMENT INTERN

Successfully provide support with all aspects of account management, marketing and public relations for a million dollar technology Start-up Company. Utilize various CRM tools achieve goals, including Salesforce and RelateIQ.

- Successful in lead generation and cold emailing of several clients including Big Spaceship, Outbrain, and Olo.
- Effectively assist with content generation for several social media applications to promote successful fund raising of \$1M in venture capital.
- Support development of an account management tool customized company-specific needs.

UNITED STATES NAVY, USS BATAAN, NORFOLK, VA

JUNE 2010 – JUNE 2014

AVIATION ELECTRONICS TECHNICIAN, 3RD CLASS

Expert technician credited with maintaining, troubleshooting and repairing aircraft electronics, including radars, antennas, radios and counter measures systems, using various avionics testing software.

- Successful in the accounting of and coordination of the calibration, and maintenance scheduling for over 1,500 electronic support equipment worth more than \$2.5 million.
- Selected and served as Division Training Manager for the critical conversion process of 40 personnel training records from hard copy to an electronic database.
- Earned three promotions in less than three years for superior performance.

SANTA BARBARA DESIGN STUDIO, SANTA BARBARA, CA

APRIL 2009 – JUNE 2010

ACCOUNTS RECEIVABLE CLERK

Successfully maintained records and oversaw financial obligations for fast paced design firm. Effectively detailed financial transactions and developed thorough financial reports for management.

- Entrusted with the timely and accurate processing of invoices for payment through the use of Sage MAS accounting software.
- Effectively performed internal and external customer support regarding all receivables issues.

MARIO GUARDADO

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SAN FRANCISCO OTOLARYNGOLOGY, SAN FRANCISCO, CA

JUNE 2006 – SEPTEMBER 2008

FRONT DESK RECEPTIONIST

Valuable front desk receptionist credited with acting as face of the company and greeting medical practice patients and visitors. Effectively answered patient questions regarding appointments, services, and scheduling. Successfully provided full front office administrative support, including scheduling appointments, phone support, filing, photocopying, and managing medical records.

- Successfully assisted in the conversion of patient medical records of 400+ patients from hard copy to a Citrix based electronic medical record system.

Education

Bachelors of Professional Studies, Interdisciplinary Studies with emphasis on Business, Technology & Social Sciences,

New York Institute of Technology, New York, NY (2015)

*Note: One evening class scheduled Fall 2015 Semester – Mon. 5:30pm, Thur. 8:30pm

United States Navy, Aviation Electronics Technician, Honorably Discharged, Norfolk, VA, 2010-2014

Computer skills

MS Office Suite

Google Docs

Citrix

RelateIQ

Intercom

Hootsuite

Rapportive

Boomerang