

Dave Tucker

Oregon, USA • dtuck15@gmail.com

Skills

- **Customer Service / Success** (9 years experience)
 - ★ 71 out of 71 five-star reviews for customer service. Stellar active-listener/de-escalator.
 - ★ Awarded for ability to maintain level head and communication with disgruntled users.
 - **Systems** (11 years experience)
 - ★ Successfully utilized systems like Salesforce, Jira, QuickBooks, HelpDesk, PhotoShop, VS Code, and complicated git-based programs.
 - ★ Hunger to open Settings and discover the nuances of programs. Successfully self-taught many of these systems and utilized them to a higher degree.
 - **Sales** (9 years experience)
 - ★ Managed large sales funnels with outbound correspondence of 75-100 per day.
 - ★ Awarded for ability to maintain level-head and communication with disgruntled users.
 - **Time Management** (11 years experience)
 - ★ Scheduled and attended over 2,000 virtual and in-person meetings without being late or rescheduling.
 - ★ Consistent punctuality for shifts starting at 6:00am to 10:00pm.
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Education

Oregon State University, Class of 2013

Bachelor's Degree of Science in Business Administration

Experience

Client Success & Service • Scalp Symmetry • San Diego, CA *August 2017 - August 2022*

- Marketed, educated, directed, advised, and facilitated customers through a five-star-rated, life-altering procedure. Consistently increased sales YOY.
- Maintained a sanitized, licensed, organized, professional, and inviting office for customers to come to.
- Updated website and ran multiple social media and ad campaigns simultaneously successfully. Achieved organic ranking in Google's top websites for the industry.

Inspector Success Strategist • TrendSource • San Diego, CA *August 2017 - January 2019*

- Communicate effectively every day to schedule and educate elderly, middle-aged, and some young adult inspectors to complex business/home inspections.
- Acted as a go-to resource for multiple cases simultaneously. Coached inspectors on how to use online portal to achieve inspections successfully.
- Strategized logistics to minimize distance and time objectives. Encouraged inspectors to drive further to do more complex inspections. Consistent overachiever, brought colorful stories rather than robotic responses.

Account Executive • Leafly • Seattle, WA *April 2016 - August 2017*

- Account executive for all California, Arizona, Nevada, and Colorado Clients.
- Driving revenue while growing my market share in my defined territory to meet or exceed monthly revenue targets. Worked closely with leadership on sales strategy and forecast in order to create and manage a healthy sales pipeline and funnel. Exceeded expectations and made some great connections while working.

Recruiter / Market Analyst • MCN • Seattle, WA *March 2014 - February 2017*

- Assist doctor offices to understand requirements for complex procedures. Transacted HIPPA-secured data.
- Performed background checks and negotiated salary, problem solved, and counseled job candidates.

Hobbies

Hiking, Camping, Motorcycles, Snowboarding, Wakeboarding, Video Games/VR