

# Dave Gray

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## EXPERIENCE

### **Iceberg RevOps.** Austin TX

February 2021 – November 2022

#### *RevOps Consultant (remote)*

- Collaborated client leadership of over 20 Enterprise software firms to elicit requirements to troubleshoot issues and strategize system improvements
- Created and delivered engaging training & onboarding material for end users using video, whiteboarding and Zoom conferencing
- Designed strategic protocols & automations to fill funnels and shrink sales cycles

### **Development Consulting Partners,** Chicago IL

Sept 2020 – Jan 2022

#### *Salesforce Administrator (remote)*

- Elicited and implemented program requirements from team leadership to distill into solutions for project troubleshooting and efficiency
- Identified, gathered and implemented compliance requirements for needed security protocols
- Supported team members and monitored user adoption of Salesforce tools in multiple organizations
- Provided ongoing user training and created training materials as needed

### **Indio Technologies,** Austin, TX

October 2018 - June 2020

#### *Enterprise SDR (hybrid)*

- Pioneered new client relationships with C-Level prospects at Top-100 US insurance agencies to introduce Indio's unique solutions for potential sales
- Authored and delivered sales-scripts and email correspondence targeting executive staff at client firms

### **Macmillan Learning,** Austin, TX

February 2013 - June 2017

#### *Client Success Lead & Content Author (remote)*

- Managed a high-volume technical helpdesk for an EdTech SaaS Startup servicing hundreds university department heads and professors utilizing the Sapling Learning platform
- Researched and created website content for undergraduate-level Economics courses and textbooks

### **Centerpoint Veteran's Services,** Austin, TX

October 2012 – March 2013

#### *Program Director*

- Managed a small staff of 4 counselors and administrators
- Serviced state and federal grants
- Performed Public Relations and outreach efforts to recruit clients, resources & partners

### **SW Housing Compliance Corp.,** Austin, TX

January 2011 – October 2012

#### *Data Analyst*

- Converted available Section-8 housing data into actionable insights which improved rental & occupancy forecasting, reducing vacancies (8%) & missed payments to owners by 17%
- Performed training & onboarding for with new property managers
- Automated dept submission to reduce staff turn-in times by 20%

## EDUCATION

### **U of Texas @ Austin '24**

Certification: Full-Stack-Developer  
Austin, TX

### **Southwestern University '09**

BA in Economics  
Minor in Political Science  
Georgetown, TX

## CERTIFICATIONS

Certified Full-Stack-Developer  
Salesforce Administrator  
Salesforce Platform App Builder  
Salesforce Business Analyst  
AI Apps & Prompt Engineering  
Hubspot RevOps  
Certified Gong! Frontline Manager  
Certified Gong! Program Manager  
Triple Star Ranger 20+  
Superbadges

## SOFT SKILLS

Interpersonal Communication  
Highly Organized  
Proficient in Time Management  
Team Collaboration  
Commitment to Justice  
Self-Directed  
Creative Problem-Solving  
Adaptability  
Empathy  
Leadership & Motivation

## HARD SKILLS

MS Office365 – Google G-Suite  
Virtual & Online Training Development  
Adult Learning Principles & Modalities  
Meeting Facilitation  
Workforce Resiliency & Recruitment  
Program Assessment  
Drafting Communications  
Nonprofit Administration

## Platforms

Salesforce - HubSpot  
Tableau  
Outreach.io - Salesloft  
Chili Piper - Calendly  
ZoomInfo - Sales Navigator  
DocuSign - PandaDoc  
Asana - Monday  
MailChimp  
The Raiser's Edge  
Service Cloud – ZenDesk  
ChatGPT

**Skillpoint Alliance, Austin, TX**

May 2010 — August 2010

**Program Developer (contract)**

- Collaborated with the Director of Operations in research & development of Skillpoint's newest vocational training programs
- Assisted the Director of Development with small grant proposals and wrote the 2nd Round grant response to American Recovery & Reinvestment Act proposal

**Mental Health America of Texas, Austin, TX**

May 2006 — August 2009

**Executive Assistant (seasonal)**

- Spearheaded logistics for high-profile events, including the Suicide Prevention Symposium, ensuring seamless operations. Provided executive support by managing correspondence, enhancing communication efficiency.
- Collaborated with graphic design and publishing of the org's Suicide Prevention Toolkit and strategic policy forums, boosting mental health advocacy impact.
- Assisted in grant proposal research and response, contributing to funding acquisition.
- Maintained administrative excellence with reception duties, filing, and office management, ensuring efficiency.

**Greater Chicago Food Depository, Chicago, IL**

May 1999 — July 2005

**Project Manager for Federal Foods**

- Administered a \$1.25M USDA food program, enhancing food distribution in Cook and Lake Counties.
- Led audit preparations, ensuring program integrity with the Illinois Department of Human Services.
- Advocated for regulatory changes to improve food accessibility for at-risk immigrants.
- Proficient in Microsoft Office and SQL databases for data management.
- Expert in volunteer management, grant writing, and regulatory compliance.
- Led military and civilian volunteer efforts for community service projects.

**Agency Relations Representative**

- Enhanced support for 200+ charities, improving food service delivery and management.
- Conducted health and inventory inspections, ensuring food safety compliance.
- Led policy recommendation efforts to support anti-hunger initiatives.
- Spearheaded Freezer & Refrigerator grants program, optimizing resources.
- Managed large volunteer teams, boosting community support for events.

**Office Manager**

- Managed office operations, including supply procurement and records management.
- Supported Agency Relations with tasks like phone support and visitor assistance.
- Prepared and managed documents using various software tools.

**MILITARY****US Navy**

1992-1998

Avionics Technician

Honorable Discharge at E-5

**CERTIFICATIONS**

Salesforce Platform Developer

Salesforce Administrator

Salesforce Business Analyst

Full-Stack-Developer

AI Apps &amp; Prompt Engineering

Hubspot RevOps

Gong! Frontline Manager

Gong! Program Manager

Salesforce "Triple Star Ranger"

**VOLUNTEER****The Lionfish Project**

Various roles

Cause: Environment

2021-2024

**Honk!Tx**

Various roles

Cause: Arts &amp; Recreation

2010-2017

**SU Dept of Economics****Research Assistant:** Pertussis Study

with Williamson Co. Tx Health

Department

Cause: Community Health

2009-2010

**SU Native American Association**

Vice President &amp; President

Cause: Cultural

2006-2009

**The Pointe HOA**

President

Cause: Community

2005-2008

**Chicago Force**

President

Cause: Arts &amp; Recreation

1999-2005