

## **NEIL GRIFFIN**

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### **SUMMARY**

Seeking a new opportunity in The Bay Area. Motivated team player with strong organizational and personal communications skills. Technical skills include Python, SQL, GitHub, Apex, and Advanced Excel Formulas.

### **WORK EXPERIENCE**

#### **Oktana Corp**

*Salesforce Consulting Partner*

##### **Account Coordinator**

**Mar 2020 – Jun 2021**

San Francisco, CA

- Communicated with Senior Salesforce Directors to approve Finances and determine project efficacy
- Determined the appropriate resources for the appropriate projects. Handling more than 20 projects at once
  - Making difficult decisions pertaining to client's budget and resource availability
  - Understanding of which resource's skill sets make sense for certain projects.
- Managed monthly calls with clients, Software Engineering Directors/Managers
  - Handling any issues, pushing for more business, building key relationships
- Stepped in to oversee accounts receivables when necessary. Providing key insight to build our company's liquidity

#### **Beowulf Blockchain**

*Decentralized Communication Service*

##### **Software Developer Marketer**

**May 2021 – Feb 2022**

Ho Chi Minh City, Vietnam

- Wrote copy for new software updates
- Wrote and reviewed copy for all company communications in English

#### **EMG Education**

*Public School Teaching Company*

##### **Public School Teacher**

**Dec 2019 – May 2021**

Ho Chi Minh City, Vietnam

- Managed classrooms of up to 36 ESL students
- Met with parents to discuss their child's specific learning needs
- Assisted with curriculum development and implementation
- Acquired life skills that have driven my personal development
- Proven ability to successfully adapt and communicate in culturally diverse environments

#### **Revel Systems**

*iPad Point of Sale*

##### **Account Executive/Account Manager (Feb 2018 – Jul 2019)**

**Sep 2016 – Dec 2019**

San Francisco, CA

- Managed and maintained relationships with over 400 accounts
- Worked closely with sales operations team to close new and existing business
- Assisted clients with data analysis projects in Excel
- Successfully sold four different product components: software, hardware, professional services, merchant services
- Worked extensively in Salesforce to manage client base and analyze data

- Sold over \$10k in MRR, \$100k in upfront, over \$2 million processed payments per year through Revel's payment processing
- Trained clients on product features related to their business
- Consistently exceeded monthly quota including 250% performance

#### **Inside SDR (May 2017 – Feb 2018)**

- Switch to focus on outbound opportunities resulting in an increase in objection handling
- Lower call volume with a focus on relationship building, longer conversion timeline
- One-on-one sales training with an emphasis on product knowledge
- Exceeded quota of 40 conversions every month

#### **Marketing SDR (Sep 2016 – May 2017)**

- Qualified prospects based on interest and how they fit the ideal customer profile
- Worked closely with the entire sales organization to accelerate the sales cycle and to extend our reach into target accounts
- Award received for most dependable worker of his team
- Exceeded quota of 180 monthly conversions

### **INTERNSHIPS**

#### **Impact Labelling Systems, Ltd.**

*International high-volume labeling company*

#### **Production Systems Intern**

**Jun 2015 – Aug 2015**

Limerick, Ireland

- Performed a variety of tasks assisting in the production of Flexographic press labels
- Worked in a fast-paced environment serving customers across Europe
- Understanding and identifying customer product issues

#### **Sea Cargo, Inc.**

*Global cargo logistics service provider*

#### **Operations Intern**

**Jun 2014 – Jan 2015**

Long Beach, CA

- Successfully completed and presented a comprehensive market viability study analyzing global trade patterns and shipping costs
- Provided operations support using Salesforce.com
- Participated in social media enhancement project
- Developed marketing and promotional content

### **EDUCATION**

#### **Compensation Analyst Course Credential (CAC)**

Economic Research Institute

**Jan 2022**

#### **BS, International Business, Minor: Marketing**

California Polytechnic University, Pomona

**May 2016**