

JEFFREY CROCKETT

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192 World of Tennis Sq
Lakeway, TX 78738

PROFILE

Experienced business manager with a demonstrated history of working in the events services, fundraising, video surveillance, and golf industries. Skilled in business development, sales, software design, software development management, team management, and client representation.

EXPERIENCE

Director of Sales & Support - BidRocket, LLC - Nov 2018 - Present

- Managed product design, development, feature additions, testing, and lifecycle for an auction and event management platform built for non-profits (Atlassian, Jira, SaaS)
- Designed and managed a support structure, offering clients access to support representatives, training sessions, and an online knowledge database via Intercom. Training sessions were either in-person or online via GoToMeeting
- Drove sales through multiple channels: digital marketing, social media, warm leads, Google Adwords, word of mouth, and cold calls. Approved discounts and set contract pricing per individual client agreements
- Interviewed, hired, trained, scheduled, and managed a team of 7-10 event technicians. Approved pay raises and, once or twice, fired a technician
- Managed product rebranding and transition of existing clients from Auction Source Austin to BidRocket

Vice President of Operations - Auction Source Austin - Jan 2017 - Dec 2018

- All roles under Director of Sales & Support at BidRocket, LLC apply to this position. The company rebranded in January of 2018

Project Manager - Cube ATX - Jun 2016 - Jan 2017

- Managed general business operations for a small start-up, identified and pursued new clients, and managed a prioritized team of four developers to meet deadlines and deliver completed projects
- Held strategy, product design, and development meetings and helped relay valuable, organized customer feedback to the development team

Members' Services - Plum Creek Country Club - Jul 2015 - Jun 2016

- Worked with gold course members, guests, and new players to maintain excellent golfing facilities and a friendly atmosphere on and off the course
- Worked in outside services department, Pro Shop, and taught junior golf camps

Sales & Support - Crockett Sales Company - May 2013 - Jun 2015

- Managed sales opportunities through approval of discounts and other incentives and communication between manufacturers and distribution channels in the commercial video surveillance industry (Anixter, Pelco, GraybaR, CSC)
- Developed and executed marketing opportunities with distribution and integration channels and attended industry conferences including ASIS Chicago and ISC West Las Vegas

EDUCATION

Texas State University, McCoy College of Business - BBA Business Administration, Business Management — May 2016

SKILLS

Project Management, Software Design, Client Representation, Sales, Business Management

REFERENCES

References available upon request.