



Owen McCormick

mcmcowen@gmail.com

+1 (347)-268-1742

Brooklyn NY / San Antonio TX / Open to Relocation

Skills

Client Relationship Management

Customer Retention & CX Strategies

Cross-Functional Coordination

Strategic Account Management & Retention

Salesforce • SQL • Tableau • Apollo.io • Zapier/Airtable (automation)

Music production (Pro Tools & Logic Pro)

Python (learning)

Languages

English Mother Tongue
French Fluent

Additional Activities

Building automation workflows (Zapier, Airtable) to streamline client operations • Music producer releasing instrumental catalog on streaming platforms

Professional Experience

Founder / Sales & Operations 3/2019 - 4/2023
Trail Blazers LLC , Washington DC

Built an athletic apparel brand from zero to \$2.5M in annual revenue by focusing on customer relationships first. Created a personalized buying experience through a custom site with appointment scheduling, stayed close to customer feedback to improve products, and kept people coming back through genuine connection rather than marketing gimmicks. Reduced churn and acquisition costs by treating customers like partners, not transactions. Grew from solo operation to three-person team and exited profitably.

Client Account Manager 1/2017 - 4/2019
Porsche Cars of North America , Washington, D.C. / DMV Area

Managed relationships with 150+ high-net-worth Porsche owners, generating \$2M+ in annual service revenue through trust-based consulting rather than pushy sales. Maintained 92% client retention by learning what each client cared about, anticipating their needs before they asked, and coordinating seamlessly between service teams to deliver a luxury experience. Used Salesforce to stay on top of every detail but relied on genuine relationships to keep clients loyal.

Real Estate Development Internship 9/2016 - 1/2017
Lifshutz Companies / Kost Properties LLC , San Antonio, TX

Served as the main point of contact between clients, developers, and internal teams for commercial leasing projects. Coordinated planning for a \$12M downtown apartment complex by keeping stakeholders aligned, translating technical details into plain language, and making sure everyone felt heard throughout the process.

Associate Logistics Coordinator 5/2015 - 8/2016
Utah Olympic Park , Park City, UT

Helped manage daily operations and event logistics for an Olympic training venue, supporting Nordic Ski Team camps and running a 200+ athlete rock climbing qualifier. Coordinated staff, security, parking, and facility maintenance to keep both everyday operations and competition events running smoothly.

Editorial Assistant 7/2013 - 4/2015
McCormick Literary , Manhattan, NYC

Evaluated book submissions for commercial potential and worked with agents to identify projects worth pursuing. Learned how to assess what audiences actually want versus what sounds good on paper.

Training

- PMP®, Project Management Institute
Start Date: 12/2025 - End Date: 12/2029
- B.S. Business Administration, Colorado State University - Global, (Cum Laude Graduate)
Start Date: 2/2021 - End Date: 2/2025