

# S. Maxwell Benjamin Bonetti

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Houston, TX 77008

## Summary

Highly motivated individual experienced with over three years of commercial and residential customer service and sales experience. Seeking to contribute my talent and diversify my experience in the IT industry. Dedicated coach-able team player with strong work ethic. Highly skilled in time management, employee development, team building and interpersonal communications. Recognized for strong leadership and conflict resolution expertise.

## Certification & Education

### New Apprenticeship – Bootcamp

**ServiceNow Learner** 03/2022-07/2022

*ServiceNow Fundamentals, Java Scripting*

**Coursera** 01/2022

*Google IT Support Specialist Professional Certification*

**St. Leo University** 2014-2017

*Ecology – 60 credits*

**University Mt. Olive** 2013-2014

*Business Management – 80 credits*

**Mercyhurst University** 2011-2013

*Associates Liberal Arts*

## Skills

**Operating Systems:** Windows 7/8/10,

Linux, Mac OS X, iPhone OS

**IT Skills:** ServiceNow Fundamentals,

ServiceNow Scripting, Java, HTML, CSS,

basic computer architecture, remote

connection and virtual machines, computer

networking, LAN, software and package

management, troubleshooting, routing

concepts, VPN's and proxies, permissioning,

resource monitoring, system

administration, configuration, centralized

management, implementing/managing

directory service, data management and

recovery, IT security, hashing,

cryptology/encryption, and network

security

## Experience

**Real Energy Solutions** Houston, TX

10/2019 – 7/2021

*Account Executive, Energy Consultant*

- Used in house app for appointment setting, reminders, scheduling, and troubleshooting
- iPad used for presentations of material and exclusive breakdown of R.O.I.
- “Broke Rookie” (1M kWh deal sold) in 3 months.
- Outcompeted my peers and hit sales targets faster than expected.
- Directly established and maintained a book of business.
- Successfully trained & managed new account managers.
- Awarded Top Closer, Top 5 in company-wide Training Competition & Top Franchise of the Month
- Sourced the largest deal in the company's history.
- Approached by leadership for several development roles (i.e., leading team huddles, onboarding & mentoring new sales reps, various special projects, etc.)

**Universal Windows Direct** Cleveland, OH

10/2017 to 3/2019

*Sales Representative, Home Improvement Products*

- Used Applications for measurement and rendering house per customer order
- Responsible for > \$1M of new business in the first year.
- Awarded “Top Closer”.
- Maintained customer satisfaction and loyalty at 90%.
- Directly liaised between customer and production team, ensuring timely and satisfactory installations.
- Exceeded monthly goals > 50%.
- Successfully trained and mentored new sales representatives.
- Incorporated industry best practices to rapidly increase sales for me and my peers.

**MB Nike Sports Camp Milton, Conn.**

Seasonal Summer 2013 - 2016

*Assistant Head Lacrosse Coach and Trainer, Supervisor, Special Events*

## International & Intercollegiate Athletics

**Israel Premier Lacrosse League** Kiryat Gat, Israel – Points Leader, Tryout invitation for Israel National Lacrosse Team

**NCAA Division II Lacrosse** St. Leo University, Mt. Olive University, Mercyhurst University – Athletic Scholarship, Team Captain (2012-2015), Pre-Season All American, Conference Defensive Player of the Week (2012)