

RYAN PATRICK CURTIN

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STAMFORD, CT

JOB SPECIFIC TRAITS

- Key Account Relationship Building & Management
- Customer Service & Satisfaction
- Full Sales Cycle Management
- Sales Consulting
- High Integrity and Honesty
- New Business Development
- Budgeting & Expense Control
- Strong Leadership Ability
- Strong presentation skills
- Excellent Collaboration and Teamwork Ability

WORK EXPERIENCE

TouchSuite

Stamford, CT

Territory Manager (June 2017 – March)

- Coordinate with sales team and operations to ensure merchants' accounts are up and running as smoothly as possible.
- Develop open and effective channels of communication with each merchant that can be employed by other departments.
- Coordinate internal projects and determine the best utilization of resources to increase customer satisfaction.
- Encourage revenue growth by inspiring clients to purchase new equipment and additional services.
- Responsible for supporting high-end clients and addressing any issues or concerns in a timely manner.
- Navigate systems with cross-functional teams to solve merchants' problems.
- Manage a team of six employees servicing merchant relations and customer service.
- Handle all escalations and terminations for a portfolio of 5,000+ clients within U.S. and Canada.
- YTD retention rate of 37% with \$94 million in annualized processing volume retained.

Enterprise Holdings LLC

West Palm Beach, FL

Branch Manager (March 2014 – June 2017)

- Responsible for maintaining fleet growth, customer service, retention, and profitability of branch.
- Thrived in a fast-paced environment while handling phones and attending to customers during peak times.
- Promoted quickly through Enterprise's manager trainee program.
- Sold multiple insurance products which included: collision damage, personal accident, liability, and roadside assistance.
- Built rapport with a variety of customers to discover their needs and persuade them to purchase our products.
- Invited to 'Best of the Best' program at Enterprise's PBI Airport on multiple occasions.
- Awarded multiple Enterprise customer service recognition awards.
- Number one in overall sales for November 2014 as a manager trainee.
- Finished top ten in overall sales within CT area for three months consecutively.
- Developed successful operational plan for a fleet size of 6,500 vehicles during peak season at PBI Airport's new facility.
- Motivated a variety of hourly and career-oriented employees to achieve individual and team goals.

EDUCATION

University of Connecticut

Stamford, CT

Coding Bootcamp (October 2020-Present)

University of Connecticut

Storrs, CT

Psychology, Bachelor of Arts (March, 2014)

Relevant Coursework:

- Operations Research
- Process Improvement
- Statistical Analysis
- Business Intelligence
- Decision Analysis

TECHNICAL TOOLBOX & SKILLS

- JavaScript - Beginner
- CSS - Beginner
- HTML - Beginner
- Frameworks - Bootstrap
- Salesforce