

Tyris Robertson

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Work Experience

Contracting/Recruiting Lead

Keystone Advisors, LLC

January 2019 to March 2020

Responsible for a team of 3-5 contracting and recruiting reps who prospected and generated qualified agents to sell independently out of state, locally or in-house W-2 agents.

- Holding weekly training via Web-Ex and in house contracting for a multitude of products, as well as how to become licensed and a certified agent in several states .

- Successfully met the agency's goal to recruit 5-10 agents a month, while in season still contracting agents for multiple Medicare, Medicaid, and Life insurance products.

- Manage a pipeline of about 50 leads while negotiating with carriers for the industry top carriers and streamlining the contracting process making it user and signup friendly.

- Conducting appointments, product knowledge and while on-going sales demo of the industries newest innovative CRM platforms to operations managers.

Sales / Account Executive

Yelp, Inc

November 2017 to January 2019

- Consult, educate, strategize and successfully close sales on Yelp's advertising platform and programs.

- Successfully close up to 66% of deals and average a show ratio of 48% to demo clients and customers.

- Manage a pipeline of 200 leads rotating a new pipeline every 3 months, consisting of local businesses to drive the full sales cycle from an introductory call to set up of the preferred program.

- Consistently making more than 80 dials a day and 1.5 to 2 hours of talk time per day, averaging 20 pitches per month.

Sales / Account Management

Getty Images, Inc

August 2016 to October 2017

Responsible for meeting and exceeding monthly sales goals through timely and efficiency; handling inbound growth revenue calls and needs of prospective clients and existing accounts.

- Creating pointed solutions for clients increasing closing rate, average order value, the average number of images per sale, while selling across a range of product types.
- Proactively discover the ability to increase user experience with product value to provide solutions and other product offerings that may result in additional sales to the overall package.

Sales / Account Management

Uber Technologies

July 2015 to August 2016

Strategic growth planning for the special products team (UberEATS, UberRUSH, Uber4BUSINESS, UberPOOL). Brainstorming ways to make the product user-friendly and efficient - developing profit increase for the platform.

- Closing out partnership contracts with UberEATS at a 90% rate average on a monthly KPI metric scale.
- Supporting clients via phone, email, mail, or social media. Serving as the main internal point of contact for all projects to which they are assigned, including managing daily operations for these specific customers, programs, and products.
- Calm under pressure to suggest solutions when a product malfunctions while utilizing computer technology to handle high call volumes and inbound emails.

Account Specialist

Grubhub

November 2014 to July 2015

- Responsible for assuring corporate accounts were on-boarded and signed up accurately with keen detail.
- Pitched different account upgrades to account executives to help those supporting accounts increase income, profit, and visibility to business and platform.
- Worked closely with the NY teams in supporting client relations in account standings and keeping the relationship with the client protected.
- Demonstrating marketing knowledge to help promote the company's products and services to partners and clients.

Education

Bachelor's in Marketing Communications

Columbia College-Chicago - Chicago, IL

2011 to 2015

Skills

- HR Sourcing
- Branding
- User Interface (UI)
- Recruiting
- Strategic Planning
- Talent Acquisition
- User Experience (UX)

Assessments

Customer Experience Representative — Proficient

August 2019

Transcribing text using a standard keyboard.

Full results: https://share.indeedassessments.com/share_to_profile/8d99bc1e5f342a36c897126e7b921842eed53dc074545cb7

Sales Skills: Influence & Negotiation — Familiar

July 2019

Using influence and negotiation techniques to engage with and persuade customers.

Full results: https://share.indeedassessments.com/share_to_profile/a99a4f37645d53d4c820bae9e557be6beed53dc074545cb7

Work Style: Reliability — Expert

July 2019

Tendency to be dependable and come to work.

Full results: https://share.indeedassessments.com/share_to_profile/9439e94a6e5bd42ffa89ae2306133506eed53dc074545cb7

Attention to Detail — Completed

July 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: https://share.indeedassessments.com/share_to_profile/d8665a11662142bf752f4acf887422aeeed53dc074545cb7

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