

Tyler Cave

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Customer and Sales Success professional with 7+ years of B2B sales and support experience, specializing in developing strategic enablement resources and empowering teams through innovative solutions and cross-functional collaboration. Passionate about transforming complex challenges into streamlined processes that drive organizational effectiveness and team performance.

WORK EXPERIENCE

EnlivenHealth

Nov 2023 – Jun 2024

Inside Sales Representative

Fort Worth, TX (Remote)

- Worked with independent pharmacy owners to determine their needs and then recommended the best software solutions for them.
- Developed sales techniques that increased opportunity creation by 25% by leaning into relationships.
- Achieved daily activity requirements of 40 calls per day, or 120 minutes of talk time per day.
- Deliver excellent customer service that ensures ongoing sales and high levels of customer satisfaction.

Musicbed

Feb 2022 – Sept 2023

Licensing Account Executive

Fort Worth, TX (Remote)

- Personally responsible for \$1.9 million in revenue in 2022.
- Built and nurtured 50+ relationships with repeat customers.
- Closed 80 to 100 deals per month on average with a conversion rate of over 20% with new customers.
- Facilitated communication between the filmmaker and the artists' representatives, copyright holders, or record labels, ensuring smooth collaboration and coordination.
- Walked customers through the entire sales process from incoming lead to payment.

Peloton

Aug 2020 – Feb 2022

Account Executive

Plano, TX (Remote)

- Actively monitored inbound sales phone calls, web leads, and up to 7 simultaneous webchats for lead generation.
- Maintained a consultative selling approach by following Peloton sales methodology.
- Collaborated on lead generation and sales with Customer Experience and Marketing, as needed.
- Goal Hitter's Club 2020, 2021

EDUCATION

Dallas Baptist University

May 2016

B.B.A., Music Business

Dallas, TX

- 3.7 GPA
- Dean's List 2013-2016

SKILLS & INTERESTS

- **Skills:** Consultative selling; relationship building; active listening; proficient in CRM software (HubSpot, Salesforce); client retention; critical thinking; empathetic and solution-oriented approach to sales
- **Interests:** Drums / percussion; dad jokes; bumbling chef; sci-fi books (currently reading *The Expanse*); board games