

William Smithers

San Jose, CA

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Education

California Polytechnic State University

BS in Business Administration - Information Systems

San Luis Obispo, CA

September 2022 - December 2024

- Minor in Statistics
- Presidential Honor's Scholar (2022-2024) and Dean's List every quarter.
- **Courses:** Database Systems, Applied Linear Models, Analysis of Cross-Classified Data, Statistical Programming in R, Systems Design & Analysis, Strategic Management, International Business Law, International Intellectual Property Management.

West Valley College

AA Mathematics, AA Economics, AS-T Business Administration

Saratoga, CA

August 2020 - May 2022

- Summa Cum Laude, Fang Pei Che Endowment Scholar, Vice President - Associated Student Government

Work Experience

Loop Payments, Inc.

Sales Development Representative

San Francisco, CA

October 2025 - Present

- Exceeded ramp expectations with 140% of meeting quota and 200% of qualified-opportunity quota within first full outbound period.
- Delivered the highest December performance across all SDRs by holding five meetings and qualifying two opportunities while still in ramp.
- Analyzed HubSpot data to identify conversion drivers and inform outbound and customer-facing process improvements, increasing meeting rates by 2%.
- Navigated a highly ambiguous work environment by analyzing historical performance data to determine optimal outreach timing, channels, and prospect targeting.
- Developed parcel domain expertise by working closely with strategic solutions, supporting improved SDR execution with parcel-heavy shippers.

Cal Poly Low-Income Taxpayer Clinic

Legal Assistant

San Luis Obispo, CA

April 2024 - July 2025

- Prepared tax documents and provided representation at US Tax Court, appeal hearings, and settlement hearings; saved clients \$300,000 to date.
- Prepared cases for trial, appeals hearings, and settlement discussions by compiling evidentiary records, drafting appeals memoranda, e-filing, docket monitoring, and writing client declarations.
- Assisted with the Executive Director's schedule, meetings, and expense reports.
- Collaborated with the Executive Director and pro bono professionals, including CPAs, EAs, and tax attorneys, on factual development, legal research and analysis, and drafting of pleadings.
- Collect and process client financial documents, IRS documents, contracts, and clinic reports.
- Sourced, implemented, and deployed new full-scale client management system with user permissions, database migration, and SSO.

Involvement and Leadership

Club Treasurer - Camp PolyHacks

California Polytechnic State University

San Luis Obispo, CA

May 2023 - June 2024

- Oversees and approves all club-related financial transactions, including sponsorship, donations, funding procurement, and internal accounting.
- Advanced initiatives to increase enrollment, corporate sponsorship, and fiscal budgeting by more than 150% of previous academic year.
- Fundraised over \$25k from Fortune 500 Companies through cold-calling and donation campaigning.

Projects

Custom Inventory Tracking System

BUS 394 - California Polytechnic State University

San Luis Obispo, CA

October 2023 - December 2023

- Engineered and implemented a custom, end-to-end inventory management system, improving inventory accuracy by 30% and directly addressing operational pain points identified through user research and stakeholder interviews.
- Designed robust Entity Relationship Diagrams (ERD) using Lucidchart and created interactive wireframes and UX/UI mock-ups with Figma.
- Delivered a functional inventory tracking solution in just 10 weeks, leveraging agile methodologies to manage rapid development cycles.

Skills and Certificates

Programming Skills	Python (pandas, NumPy, scikit-learn), R(ggplot2 and Statistical Analysis), SQL.
Other Technical Skills	Product Management, ERD, Project Management, Tableau, PowerBI, Microsoft Office, Qualtrics, Git.
Certificates	IBM Professional Data Science Certification, Lean Six Sigma Green Belt