

James Smith

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Account Executive, Mid-Market, Owners

Performance Summary

Mr. Smith has extensive sales experience working directly with medium to large mid-market companies. He has successfully implemented SEO and SEM strategies to create micro-websites to attract specific clients within desired B2B channels. Mr. Smith has honed his sales skills to focus on businesses that exceed sales of \$20M per annum.

Technical Skills

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| • Microsoft Word, Excel, Access, Outlook | • Google AdWords |
| • Bitwarden Password Manager | • SEMRush |
| • Salesforce CRM | • WordPress CMS |

Professional Experience

2020–Present Channel Business Manager, Bitwarden

- Use existing relationships to recruit and onboard new partners, get them to agree to engage in proactive demand generation activities
- Maintain a regional partner plan mapping partner strengths to accounts and target opportunities
- Track and manage lead flow both inbound and outbound between partners and the Bitwarden Sales team
- Proactively communicate with Bitwarden sales leaders on the channel pipeline and forecast
- Work closely with field marketing to deliver marketing events/programs/campaigns that create interest and awareness among partners' customers
- Build and execute joint partner business plans with measurable success
- Set financial goals for focus partners and ensure goals achievement
- Drive multiple key channel initiatives in parallel across technical, professional services, and sales
- Develop a business plan outlining target revenue and objective achievement

2018–2019 Sales Admin/Coordinator, Hilton Garden Inn

- Politely and professionally answered the telephone and greeted clients
- Maintained an organized a professional-looking office environment
- Maintained an accurate and easy-to-use filing system for storing sales documents
- Created and distributed reports necessary for the department
- Developed professional sales presentation materials
- Responded to inquiries: inbound phone, written, advertising, and tradeshow
- Conceptualized, draft and send well-constructed and professional correspondence and proposals
- Hosted property tours, familiarize customers and potential customers with property features, products and services

2016–2017 Front Desk Agent / Night Auditor, Hilton Garden Inn

- Greeted, modified reservations, and registered guests
- Settled guest's account upon completion of their stay
- Provided attentive courteous and efficient service to all guests while maximizing room revenue and occupancy
- Complied with Aimbridge Hospitality policies standards and regulations
- Maintained proper operation of the telephone switchboard and ensured Aimbridge Hospitality performance standards
- Handled requests for information mail and messages in an efficient and courteous manner
- Answered guest inquires about hotel service facilities and hours of operation
- Answered inquiries from guests regarding restaurants transportation entertainment etc
- Established and maintained good communications and team work with fellow associates and other departments within the hotel
- Obtained necessary information when taking room reservations and followed rate quoting scenario

2013–2015 Server, BJ's Restaurant and Brewhouse

- Performed station opening/closing duties on each shift
- Greeted guests within two minutes and followed all service execution steps
- Described and recommend BJ's beer, wine, and beverage selections
- Made suggestions that gave guests options based on thorough knowledge BJ's menu offerings
- Cleared tables throughout the dining experience using proper methods for removing dishes, glassware and silverware
- Maintained table cleanliness throughout the meal
- Spoke to guests to ensure satisfaction with food, drinks and service
- Presented bills, accepted payments, operated POS system, upheld strict cash handling procedures and accountability for all transactions
- Responded to guest complaints.
- Checked identification of guests in order to verify age requirements for purchase of alcohol
- Ensured 100% compliance with all company policies and laws
- Included health and safety standards
- Performed other duties as assigned by management staff

June 2011–August 2012 Barista, Starbucks

- Greeted customers as they entered Starbucks
- Provided customers with drink menus
- Answered customer questions regarding ingredients
- Educated customers on drinks menu
- Made recommendations based on client preferences and up-sold special items
- Took orders and handled monetary transactions in cash, credit, and debit
- Prepared beverages following recipes
- Served beverages and prepared food
- Cleaned bar, stocked straws, lids, napkins, and condiments
- Checked brewing equipment and reported any maintenance needs
- Complied with health and safety regulations
- Communicated customer feedback to managers and recommend new menu items

Education

Bachelor of Arts. University of California, Davis, 2017

High School Diploma. Santa Barbara High School, 2012

Soft Skills

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| • Empathetic | • Proven Leadership Abilities |
| • Dedicated and Driven | • Strong Desire to Motivate Others |
| • Professional | • Desire to Make a Positive Difference |

Foreign Languages

- Proficient in oral and written Spanish, including business terminology
- Conversational knowledge of Portuguese
- Conversational knowledge of French

Community Activities

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| • Little League Coach | • AYSO Soccer Coach | • Big Brothers |
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