

## Education

### UNIVERSITY OF CALIFORNIA, DAVIS

Bachelor of Arts in Communications.

Davis, CA

2017

### SANTA BARBARA HIGH SCHOOL

High School Diploma

Santa Barbara, CA

June 2012

## Experience

### BITWARDEN

#### Channel Business Manager

Santa Barbara, CA

2020 - Present

- 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

### HILTON GARDEN INN

#### Sales Admin/Coordinator

Sacramento, CA

2018 - 2019

- 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

### HILTON GARDEN INN

#### Front Desk Agent / Night Auditor

Davis, CA

2016 - 2017

- 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

### BJ'S RESTAURANT AND BREWHOUSE

#### Server

Vacaville, CA

2013 - 2015

- 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

## STARBUCKS

### Barista

Santa Barbara, CA  
June 2011 - August 2012

- 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

### 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.

### Soft Skills

- Empathetic
- Dedicated and Driven
- Professional
- Proven Leadership Abilities
- Strong Desire to Motivate Others
- 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

- Little League Coach
- AYSO Soccer Coach
- Big Brothers

### Technical Skills

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