
James Smith

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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

Vacaville, CA

Server

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

Santa Barbara, CA

Barista

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