



JESSICA HATCHETT, MBA

CONTACT

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EDUCATION

MBA : Business Administration,
12/2018

Baylor University

Bachelor of Science : Advertising,
05/2008

The University of Texas - Austin

CERTIFICATIONS

Leadership Essentials Certification

Cornell University 2026

Sales Growth Certification

Cornell University 2025

**Certified Customer Success
Manager**

SuccessHacker 2024

**Certified Associate in Project
Management**

Project Management Institute 2021

SKILLS

Sales Acumen

Customer Success

Escalation Management

Customer Engagement

Servant Leadership

Pipeline Management

Contract Negotiation

Deal Closure

Strategic Prospecting

TECH SKILLS

Salesforce

Salesloft

Microsoft Office Suite

Google Suite

Zoom

Microsoft Teams

SUMMARY OF QUALIFICATIONS

Dynamic sales and customer experience professional with over 16 years of expertise in driving revenue growth and enhancing customer success. Proven ability to lead and collaborate effectively with teams, consistently delivering tailored customer experiences that boost sales and achieve high CSAT scores. MBA graduate dedicated to continuous learning and professional development. Passionate about fostering strong client relationships and implementing innovative strategies that elevate overall business success.

PROFESSIONAL EXPERIENCE

Tesla, 12/2024 to 03/2026

Tesla Advisor III - Austin, TX

- Excelled as top-performing Tesla Advisor in sales volume during Q2 and Q3 of 2025, maintaining a team customer satisfaction score of 96%
- Achieved exceptional sales results by maintaining a conversion rate of 20% or higher, contributing to overall revenue growth
- Engaged with over 40 prospective customers daily through phone outreach, ensuring effective follow-up via emails and text messages
- Achieved a personal CSAT score of 99%, contributing to high customer service standards and earning accolades from Tesla's delivery team
- Achieved timely response to customer inquiries within an hour, enhancing overall customer satisfaction
- Supported Tesla representation at company locations and off-site events. Assisted cross-functional teams and leaders in collaborative efforts
- Ensured timely follow-up on customer interactions by maintaining a two-day contact cadence within CRM

NinjaOne, 12/2023 to 08/2024

Sales Development Representative - Austin, TX

- Developed and implemented a focused outbound multi-channel lead generation strategy, resulting in a notable 40% increase in sales leads
- Contacted over 50 IT professionals daily to set up product demonstrations through cold outreach. Executed email marketing campaigns that achieved a 20% conversion rate
- Executed targeted lead generation initiatives through LinkedIn Sales Navigator, resulting in 20% growth in prospective customers
- Drove outreach efforts to exceed KPIs by 100% while improving lead conversion rate by 25%, contributing to overall sales success

Kendra Scott, 04/2023 to 08/2023

Customer Experience Assistant Store Manager - Austin, TX

- Oversaw a team of 50+ sales employees, implementing customer service strategies that contributed to a 10% increase in sales
- Elevated customer satisfaction through effective training of stylists, fostering a culture of customer-centric professionalism

ORGANIZATIONS

Austin Women in Tech
Project Management Institute
Scrum Alliance

WEBSITES

- [linkedin.com/in/jessicahatchett](https://www.linkedin.com/in/jessicahatchett)
- jessicahatchettmba.com
- jessicahatchett.com

- Implemented upselling strategy through tailored discovery questions to enhance customer engagement leading to increased sales of 10%
- Handled customer escalations with a 15% increase in first-contact resolution by engaging directly with customers and expressing empathy
- Implemented intentional customer engagement techniques to enhance in-store experiences, achieving a CSAT score of 95%

LOFT, 09/2022 to 03/2023

Assistant Store Manager - Customer Experience - Austin, TX

- Managed a team of 15 employees to oversee sales operations and elevate customer experience
- Directed team efforts and implemented strategies to uphold customer satisfaction levels, achieving an average of 94% CSAT during interim management period
- Directed all aspects of operational management, focusing on employee scheduling and payroll to enhance retail performance

Circuit of the Americas, 10/2021 to 11/2021

Quality Assurance Manager (Contractor) - Austin, TX

- Coordinated staffing strategies for Formula 1 race, effectively sourcing and integrating vendor staff to optimize service delivery in premium hospitality areas
- Conducted meetings with involved parties to address conflicts in contract negotiations, promoting strong relationships with COTA
- Managed and facilitated training sessions for a vendor team of 20+ staff, ensuring alignment with operational standards

J Hatchett Consulting, 01/2018 to 10/2019

Lead Consultant & Founder - Austin, TX

- Designed a comprehensive multi-channel marketing strategy aimed at boosting occupancy by 35%
- Enhanced tenant satisfaction by swiftly resolving escalations and responding to help requests, achieving over 95% approval rates
- Oversaw contract negotiations and managed property initiatives, ensuring effective resolution of tenant-related challenges

Self-Employed, 04/2010 to 09/2017

Licensed Realtor ® - Austin, TX

- Assessed client requirements and provided tailored guidance on home buying and listing processes; evaluated market trends to determine competitive listing prices; negotiated favorable contract terms to meet client objectives
- Oversaw intricate real estate transactions involving properties valued at \$6 million; cultivated exceptional customer relationships, leveraging sales integrity as a strategic advantage
- Resolved 100% of escalated client issues on the first attempt by conducting in-depth discussions and providing tailored solutions during face-to-face meetings
- Achieved consistent engagement with 50+ prospective clients daily through proactive cold outreach efforts; optimized client interaction records utilizing CRM tools.
- Brokerage affiliations with STRÜB Residential, Keller Williams Realty, Berkshire Hathaway HomeServices, Austin Portfolio, Mayfair International Realty