

HAYDEN HUSTAD

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SUMMARY OF QUALIFICATIONS

Energetic, self motivated and dedicated professional with years of experience in IT, technical support and customer service, sales, and training. Enjoys learning and mastering new tasks and learns quickly. Takes direction well and can work independently with little or no supervision, or well on a team. Ability to adapt and be effective in a business environment. Able to communicate well at all levels of an organization.

PROFESSIONAL EXPERIENCE

Operator, *Magna Electric Vehicle Structures*, Marysville MI **Feb. 2022 – Current**

- Safely loaded and unloaded products from pallets/in and out of holding racks
- Ensured accurate measurement and quality of various parts
- Reviewed and achieved production goals on various machines on a daily basis

March 2021- February 2022, Marysville, MI

- Spent the year working various jobs such as Cashiering, Roofing, Doordash and Merchandising to maintain an income while actively searching for employment in my preferred field.

Inbound Coordinator / Tier-I Service Technician, *Executech*, Spokane WA **July 2019 – March 2021**

- Received and coordinated all incoming emails and calls; i.e. got clients to their respective agents, generated all tickets as they were received for Executechs book of business
- Developed a rigorous knowledge of exchange admin, applying rules, permissions etc; email security systems like appriver and sophos, group policy, active directory and ASDM management, security/antivirus applications like trend and sophos, backup management systems such as shadowprotect and Image Manager
- Honed and improved skilled in network management and troubleshooting
- Automated updates and reports for various systems (included above) and client requests

Hosting Sales / Mid-Market Account Manager, *GoDaddy*, Gilbert, AZ **March 2016 – April 2019**

- Relied on honed skills in needs based consulting and top-down selling
- Developed a rigorous knowledge of wordpress troubleshooting and migrations, cPanel-Linux based hosting, Office 365 Admin, numerous email migration tools, and multiple CRM's
- Coordinated daily with Tier-II technicians for both hosting needs and office365 migrations
- Tag-teamed with various team members on Lead-gen/Lead-pass sales strategies
- Joined a pilot team in a new department for my explicit knowledge of hosting subjects
- Trained team members often on hosting resolutions for customers, as well as leverageable knowledge for hosting-based sales
- Met and exceeded frequently changing sales goals on both a monthly and bi-monthly basis
- Gained experience in working with a book of business and multi-touch clients
- Developed a broad knowledge of products and services businesses need to succeed online
- Planned and scheduled consultations and follups with clients for sales, 'white-glove/hand holding' email migrations, and resource/training sessions with clients

Sales Representative, *CenturyLink*, Phoenix, AZ

- Developed a strong knowledge of the telecom industry from a technical/application standpoint
- Communicated directly with business owner/decision makers to 'best-fit' internet and satellite needs of various business types
- Adhered to sales metrics on a monthly basis
- Coordinated with Tier-II technicians on a frequent bases to resolve client issues
- Learned to work with CRM's and in-house applications for on-site technician scheduling
- Developed skills with using the Office 365 business suite (Word, excel, teams, outlook, One-Drive, etc)

Sales Associate and Team Lead, *Vaeley Marketing*, Phoenix, AZ

- Practiced daily sales trainings, role-plays, and shadowing
- Lead team meetings in an office environment to review goals as well as go over sales strategies
- Planned and coordinated on-site locations for sales reps
- Recruited and conducted frequent interviews to build a personal sales team

Co-Founder, *Fascopyright.org*, Phoenix, AZ

- Learned the proper way to incorporate an LLC and start a business
- Secured two rounds of investment funds for the startup
- Developed products and strategies for client/sales acquisition
- Hired and fired team members as needed to meet the needs and skill requirements of the business

In-Store Sales Associate, *T-mobile*, Mesa, AZ

- Met and exceeded sales goals on a monthly bases
- Developed skills and practice in question based and top-down selling
- Remained cognisant of company plans, products, and goals as they changed on a frequent basis
- Worked in both a competitive and team environment

Starbucks Barista, Apache Junction, AZ

- Communicated with and took customer orders
- Coordinated with a team in a fast pace environment to meet customer expectations
- Practiced company set standards and processes to meet expected efficiency
- Developed multi-tasking skills in a physical environment