

PROFESSIONAL SUMMARY

Sales and customer experience leader with more than 13 years of success building relationships, uncovering needs, and delivering tailored solutions across hospitality, video production, and B2B technology sales. Known for consultative selling, pipeline development, and full cycle ownership from outbound prospecting and discovery through proposal delivery, closing, and long term account growth, supported by disciplined CRM practices and a high standard of service. Brings associate producer experience coordinating cross functional teams, timelines, and deliverables while translating complex requirements into clear plans and polished outcomes under pressure. Trusted people leader recognized for communication, accountability, and calm problem solving, with a track record of coaching teams, resolving escalations, and consistently exceeding customer expectations.

EXPERTISE

Professional Skills

Sales
Customer Success
Prospecting
Pipeline
Discovery
Solution Selling
Account Management
Renewals
Upselling
Negotiation
Proposals
CRM
Hardware
Software
Cloud
Cybersecurity
Professional Services
Project Management
Operations
Scheduling
Budgeting
Inventory
Quality Assurance
Microsoft Office

Personal Skills

Customer Focus
Communication
Active Listening
Relationship Building
Emotional Intelligence
Leadership
Coaching
Collaboration
Problem Solving
Conflict Resolution
Critical Thinking
Attention to Detail
Time Management
Prioritization
Multitasking
Adaptability
Accountability
Composure
Follow Through
Reliability
Empathy
Resilience
Initiative
Persuasion

EDUCATION

The Los Angeles Film School

Los Angeles, CA | 05/2019-06/2022

Bachelor of Science Entertainment Business

Cum Laude

Associate of Science Film Production

Cum Laude

PROFESSIONAL EXPERIENCE

Account Executive - Commercial

SHI | Austin, TX (Hybrid) | 2/2024-Present

- Manage a full-cycle sales process for commercial accounts, from prospecting and discovery to solution design, quoting, and close.
- Build and maintain a pipeline through outbound calling, email outreach, and targeted account research; consistently track activities and next steps in Salesforce CRM.
- Consult with business and IT stakeholders to align technology recommendations with operational goals, budget, and timelines.
- Position solutions across hardware, software/licensing, cloud, cybersecurity, and professional services, tailoring proposals to customer needs.
- Partner with internal technical engineers, product specialists, and operations teams to deliver accurate, value-driven proposals and a smooth customer experience.
- Identify expansion and renewal opportunities by understanding current-state environments and uncovering gaps, risks, and upcoming initiatives.

Assistant Front Office Manager

The London West Hollywood | Los Angeles, CA | 04/2024-10/2024

- Supported the Front Office Manager with daily front desk operations, staffing, scheduling, and shift execution to ensure seamless service and coverage.
- Implemented guest experience and operational improvements to boost satisfaction, streamline workflows, and support revenue performance.
- Partnered with hotel leadership and department heads to align front office priorities with property goals, standards, and service expectations.
- Resolved guest concerns and service recoveries quickly and professionally, protecting loyalty and brand reputation.
- Reviewed performance and financial reporting to monitor expenses, support budget control, and forecast operational needs.

Assistant to Director of Sales & Operations

The Nacelle Company | Burbank, CA | 06/2023-04/2024

- Supported sales strategy execution by organizing outreach priorities, tracking progress, and helping drive revenue focused initiatives.
- Coordinated cross functional workflows across sales, operations, and production to ensure deadlines, quality standards, and internal processes were met.
- Served as a key point of contact between leadership and clients, delivering timely communication and maintaining a high level of professionalism.
- Assisted in managing projects from kickoff through completion, monitoring milestones, risks, and timelines to keep deliverables on track and within budget.
- Created and maintained sales and operations documentation, reports, and internal resources to improve accuracy, visibility, and execution speed.

Property Manager

Avondale Apartments | Los Angeles, CA | 10/2022-05/2024

- Managed resident relations, leasing activity, and maintenance coordination to sustain high occupancy and strong resident satisfaction.
- Oversaw budgets, financial reporting, and vendor relationships, controlling costs while supporting property profitability.
- Ensured compliance with local regulations and community standards, maintaining organized records and consistent operational practices.
- Led on site staff including leasing and maintenance teams, providing direction, accountability, and daily operational support.
- Planned and supported community initiatives and resident events to strengthen engagement and retention.

Assistant Front Office Manager

Kimpton Hotels & Restaurants | Los Angeles, CA | 06/2022-06/2023

- Led a team of 10 plus front office staff across hiring, training, scheduling, coaching, and performance management.
- Introduced new services and process improvements that increased guest experience scores by 15 percent within a two month period.
- Delivered ongoing training in service standards, hotel operations, and emergency response procedures to strengthen consistency and readiness.
- Supported budget management and expense control while driving revenue through upselling and efficient resource allocation.
- Coordinated closely with housekeeping, engineering, and leadership teams to ensure smooth operations and exceed guest expectations.

Assistant Producer

The Los Angeles Film School | Los Angeles, CA | 08/2021-06/2023

- Supported pre production planning by building schedules, coordinating resources, and keeping projects aligned to timelines and deliverables.
- Managed shoot logistics for on site and off site productions, including locations, permits, equipment rentals, and vendor coordination.
- Collaborated with clients and creative stakeholders to refine concepts, scripts, and storyboards into clear production plans.
- Coordinated post production workflows including editing, sound, and color finishing to deliver high quality work on deadline.
- Maintained production documentation and communication across teams to ensure smooth execution from start to finish.

Event Program Manager

The Lake Travis Film Festival | Austin, TX | 06/2020-06/2022

- Curated film selections and built festival programming, including screenings, panels, and special events.
- Managed event logistics across venues, schedules, equipment, and guest accommodations to ensure on time execution.
- Led volunteer recruitment and training while supporting marketing coordination and program budgets.
- Executed live event operations with a focus on stakeholder communication, guest satisfaction, and smooth day of delivery.
- Managed vendors, sponsors, and community partners to support programming, control costs, and elevate the festival experience.
- Created detailed run of show timelines and contingency plans to keep teams aligned and events running smoothly.

ACCOMPLISHMENTS

- Earned District MVP recognition at SHI (June 2025) for top performance and sales impact.
- Earned California Team MVP recognition at SHI (July 2025) for outstanding results across the region.
- Consistently exceeded weekly activity and pipeline targets through disciplined prospecting, follow up, and CRM management, strengthening forecast accuracy and driving steady deal progression.
- Received Leader of the Quarter at Kimpton Hotels & Restaurants for leadership excellence, guest satisfaction, and operational performance.
- Streamlined front office workflows at The London West Hollywood, reducing average check in time by 15 percent and improving productivity.
- Improved guest satisfaction by launching service focused initiatives, contributing to a 23 percent increase in positive reviews and repeat bookings within one quarter.
- Increased revenue by \$50,000 over six months through upselling techniques and personalized guest service.
- Planned and executed a large scale Lake Travis Film Festival event for 150 plus attendees, managing logistics, schedules, and staff coordination and receiving strong positive attendee feedback.
- Led and aligned a 15 member cross functional team to operational goals, improving performance and exceeding KPIs by 18 percent.
- Led community engagement initiatives including river cleanups, Muscular Dystrophy Association fundraising, animal shelter adoption events, and holiday meal support for homeless veterans.

REFERENCES

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