

Roman Castillo

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OBJECTIVE

Seeking a position that will benefit from my management experience, positive interaction skills, and industry contacts where my experience can improve business processes.

MANAGEMENT EXPERTISE

• Sales • Recruitment • Interviewing • Customer Service • Presentations • Marketing & Promotions • Telephony • B2B •
Safe Scrum Master • Team Building • Leadership • Training • Developing SOPs

PROFESSIONAL EXPERIENCE

Sixteen5hundred

Project Manager, Emeryville/Concord, CA

Feb 2022 – **Present**

- Build and maintains strong relationships with customers
- Facilitates the flow and documentation of information from Sales, Quotes, Controls, and assures all necessary information is uploaded to Agile and efforts are not duplicated.
- Effectively manages large volume of emails and incoming phone calls as these two modes are primary sources of information flow
- Define problems, collect data, establish facts, and draw valid conclusions
- Review and process purchase orders both timely and accurately
- Follow up on all requests until resolved
- Communicate information to customers and associates in a timely manner
- Consult with manufacturers to provide product information
- Maintain files in accordance with department protocol
- Escalate issues to management and outside sales staff as necessary
- Quote an itemized bill of materials (BOM) using Agile
- Collaborate between distributors, general contractors, electrical contractors, outside sales, lighting specifier, Controls team, quotes and field service team to ensure projects are properly streamlined and meet projects onsite dates.

Architectural Lighting Works (ALW)

Customer Service Account Management / Project Manager, Oakland, CA

Sept 2018 – 2022

- Manage multiple lighting agency partners that represent ALW's product lines in specific territories and geographies
- Customer Support by developing and nurturing strong relationships
- Outside Sales Support, Product Expertise and Process Expertise
- Configure, price and quote an itemized bill of materials (BOM) using Sales Force
- Manage timelines, product, modifications and coordinate between distributors, general contractors, regional managers, lighting specifier, engineering, quotes and agency to ensure projects are properly streamlined and meet projects onsite dates.
- Meet and exceed Company/Department Key Performance Indicators (KPIs)

Telecom, Inc.

Assistant Project Manager/Contact Center Manager, Oakland, CA

Dec 2017 – 2018

- Co-manage numerous newspaper accounts and manage automated dialer for the afternoon and evening shifts
- Assist with hiring and training of Telemarketing Sale Representatives (TSR)
- Supervise, monitor and motivate the TSR team
- Ensure client satisfaction thru TSR monitoring, coaching and communicating departmental QA standards.
- Act as point person/liaison for client on all aspects of the clients project
- Establish and adhere to client sales expectations, budget and metrics
- Assist in strategic planning, cost control and man power allocation for all newspaper projects
- Assist in producing and managing outbound calling strategies for all outbound projects

Blood Centers of the Pacific

Donor Relations Specialist/Donor Recruitment, San Francisco, CA

Feb 2017 – Dec 2017

- Performs all assigned duties in compliance with internal SOPs and external regulations.
- Retains current donors by rebooking donation appointments.

Yelp

Customer Account Executive, San Francisco, CA

Feb 2016 – Dec 2016

- Owned and managed pipelines of clients ranging from dentists, florists, and restaurant owners
- Consulted, educated, and successfully sold Yelp advertising programs through a high volume of sales calls
- Expert in Yelp's advertising solutions, adapted product recommendations quickly to suit client needs
- Achieved and consistently exceeded monthly sales goals

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CallSocket

Contact Center Manager, Oakland, CA

Aug 2015 – Feb 2016

- Responsible for creating a productive service-oriented environment that is efficient
- Managed and development a team of 25 customer sales associates to be sales effective
- Assertive in communicating, and achieving key performance indicators
- Motivated, developed, coached and assisted team to their fullest potential

Client Service Associate Tier III Team Lead, Oakland, CA

July 2013—Aug 2015

- Met and exceeded sales goals every fiscal month
- Handle calls with a high level of quality, efficiency, excitement, and attention to detail
- Engage and build rapport and nurture strong relationship, Daily side-by-sides with peers to help hit daily team goal
- Execute incentives to keep it fun in the call center, Worked multiple campaigns to drive sales within company

S&I Construction

Manager, Oakland, CA

July 2011 – July 2013

- Top performing supervisor in company
- Streamlined processes by grouping activities performed through database
- Fully versed in appointment team tasks/duties by performing cross-function activities as needs arise

COMPUTER SKILLS

Microsoft Office • 10 Key Proficient • ADP • Brightpattern • Genesys • Five9 • InContact • Paradigm • Aspect • Salesforce • BlueBeam • Agile Power Point

EDUCATION

The Art Institute of California, San Francisco, CA – *Graphic Design*
