

# Charles Daniel Smith

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## Work Experience

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### **Senior Conference Coordinator**

The Broadmoor Hotel - Colorado Springs, CO

2020 to Present

- Maintain working relationships with existing clients to ensure that they receive exceptional service and to identify potential new sales opportunities on phone appointments and 1:1 services
- Coordinate QA, QC reviews to ensure quality, accuracy, and completeness
- Acting as a liaison between the hotel and clients that are hosting meetings, conventions and events at the hotel
- The individual will detail client events and coordinate client needs and expectations with various departments involved
- Assistance with development and management of all related marketing activities including: Conference coordination, Client contact databases and outreach, Special events and client meetings
- Other internal and external communications efforts as required

### **Roofing Sales Consultant**

Bauer Roofing & Construction - Florida City, FL

2018 to 2020

- Identify and prospect new clients through various channels, including cold calling, networking, and referrals.
- Understand client needs and propose tailored solutions to meet their specific requirements.
- Conduct product presentations and negotiate contracts to close deals and achieve sales targets.
- Build and maintain strong relationships with existing clients, serving as their primary point of contact.
- Analyze sales data, market trends, and competitor activities to identify opportunities for growth and improvement.
- Prepare regular reports on sales activities, achievements, and challenges.
- Provide accurate sales forecasts and contribute to budget planning activities.
- Collaborate with cross-functional teams to ensure client satisfaction and successful project implementation.

### **Sales Lead Generator**

Island One Resorts - Orlando, FL

2016 to 2018

- Establish and maintain strong relationships with clients.
- Research complex travel rules and regulations for each client.
- Track sales activities, pipeline, and revenue using CRM software or other sales tools.
- Analyze sales data to identify trends, measure performance, and adjust strategies as necessary.
- Provide regular reports on sales activities, achievements, and challenges to management.

- Source and manage prospects, effectively utilize proprietary data-driven prospecting tools, hone multiple outreach efforts, and build deep relationships with clients

## Skills

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- Customer service
- Sales management
- CRM software
- Microsoft Word
- Microsoft Outlook
- Microsoft Excel
- Microsoft Office
- Google Docs
- Google Analytics
- Sales