

Robyn Gates

903.987.1423 • rgates87@gmail.com

KNOWLEDGE

NetSuite & Siebel CRM
Office, Google Suite, Slack
Sales & Customer Service

Cross-Functional Coordination
Account Management
Social Media & Sprout Social

Travel & Hospitality
Food & Beverage
Organic Gardening

EXPERIENCE

Customer Service Team Lead & Trainer

PACT Apparel

2017 – 2019

Boulder, CO

Assisted in growing the e-commerce team from 3 to 13 reps. Led the team in offering unmatched support via phone, email, and live chat. Operated as the point of contact for escalations and approached all client interactions with an empathetic manner. Managed social media correspondence and cultivated influencer partnerships. Boosted sales by pinpointing barriers to entry and providing actionable feedback. Offered support for 3PL partner, Operations, Accounting, Marketing, and Sales. Collaborated cross-functionally to streamline processes and implement solutions, driving growth in a start-up environment.

Server & Trainer

Cherry Creek Grill, Hillstone Restaurant Group

2013 – 2016

Denver, CO

Trained FOH staff in the art of hospitality, upscale dining, beverage service, and cultivating client relationships. Guided 10 servers per shift in meeting and exceeding rigorous guest and company standards.

Organic Farm & Garden Worker

Caherdaniel Garden Centre, Ovenstone Organics, Moloney's Cottage

2012

Ireland, UK, France

Seeded, planted, maintained, and harvested organics for a CSA delivery, market garden, and nursery.

Inside Sales Consultant, Specialty Markets

Globus Journeys & Avalon Waterways

2010 – 2011

Littleton, CO

Managed bookings for a luxury tour and river cruise operator with offices in 30 countries and operations on 6 continents. Identified qualified leads, developed relationships via outbound phone and email, and offered travel counseling. Anticipated concerns and operated with a sense of urgency and care while resolving time-sensitive tour concerns. Acquired 70+ new accounts in previously unrecognized markets. Offered in-house support for regional Business Development Managers and maintained meticulous notes in CRM.

EDUCATION

BBA in Business Management & Administration

University of Texas at Tyler

2005 – 2009

Tyler, TX
