

RAVEN ONTIVEROS



📞 512-731-7824

✉️ raven.ontiveros13@gmail.com

📍 Nashville, Tennessee

🌐 <https://www.linkedin.com/in/raven-ontiveros-792919159/>

SUMMARY

Results-driven professional with over 10 years of experience in customer service, sales, and hospitality management. Adept at strategic planning, team leadership, and building strong customer relationships. Proven success in managing operations, driving revenue growth through innovative sales strategies, and leading cross-functional teams. Demonstrates excellent communication, organizational, and problem-solving skills.

SKILLS

- Organization
- Strategic planning
- Problem Solving
- Building Customer Relationships
- Management/Leadership
- Teamwork & Collaboration
- Proficient in Outreach and NetSuite CRM
- 10+ years in customer service

EXPERIENCE

ASSISTANT MANAGER AND BARTENDER

The Dogwood - Austin/Nashville
2016-2024

- Supervised a staff of 30 employees
- Responsible for monthly inventory, daily administrative duties and scheduling
- Thrived in an active, fast paced environment
- Used basic accounting methods in daily administrative duties
- Strategically planned ways to increase revenue through social media marketing and promotions
- Learned the importance of customer service, teamwork and multitasking

SALES REPRESENTATIVE

JumpCrew - Tabit POS Systems
2023

- Utilized various channels including cold calling, email outreach, and social media to identify and and engage potential clients
- Assessed and qualified leads to ensure alignment with Tabit products, focusing on decision-makers within target market
- Conducted discovery calls and product demonstrations to understand client needs and presented tailored solutions
- Shared insights on client needs, industry trends, and competitive positioning to support sales funnel
- Set personal goals aligned with team objectives and leveraged available resources to maximize success

BUSINESS DEVELOPMENT REPRESENTATIVE

Oracle + NetSuite
2020-2021

- Qualified and matched prospects with account executives to explore the benefits and functions of NetSuite
- Prospected new clients through Inbound and Outbound strategies
- Provided a consultative approach to organizations evaluating new ERP solutions
- Acquired and maintained a working knowledge of the complete capabilities of NetSuite's solution from multiple perspectives - support, professional services, client management and sales

EDUCATION

BACHELOR OF BUSINESS - MARKETING

Texas State University
2016-2019

INTERNATIONAL BUSINESS & MARKETING

ESERP Business School
2018

UNIVERSITY LEADERSHIP

SENIOR VP/PROJECT MANAGER

FEED - Free Enterprise Educational Development
University Organization
2018-2019

- Organized and carried out all administrative duties from team recruitment to lesson planning
- Budgeted finances for events and inventory
- Successfully managed project for 6 schools: 20 members, 6 teachers, approximately 80 students
- Generated \$8,300 in revenue for organization
- Learned the importance of wearing multiple hats and how to manage different personalities