

**Nicholas Lopez**  
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## **PROFESSIONAL EXPERIENCE**

**St. Anthony's Foundation**  
*Kitchen Prep/Dishwasher*

**April 2016 – December 2016**

- Worked in a high volume dish pit running a conveyor dishwasher.
- Set up and broke down dishwashing area each day. Maintaining a sanitary workspace.
- Prepped food for production in a kitchen that served over 2,400 people a day.
- Served food and bussed tables.

**UPS**  
*Driver Helper*

**December 2016 - January 2017**

- Assisted drivers in delivering packages during peak season.
- Helped load trucks with accurate sorting protocols.

**Aramark Refreshment Services**  
*Account Support*

**January 2015 - March 2016**

- Provided customer support while implementing office coffee and snack programs.
- Helped build and setup high volume snack bars and coffee bar areas.
- Performed coffee equipment cleaning and maintenance.

**Cal West Service, Inc.**  
*Business Development Manager*

**August 2009 – December 2014**

- Instrumental in growing new customer contract portfolio by 85% over first two quarters of 2014
- -308% of quota, Q3 2014
- -188% of quota, Q2 2014
- -136% of quota, Q1 2014
- -118% of quota, Q4 2013
- -142% of quota, Q3 2013
- Identify and approach new sales opportunities and verticals through cold-calling, face-to-face engagements and email marketing campaigns
- Key accounts originate and won: Kaiser Permanente, Panera Bread, Zynga, LSI, Corp., AMD Medical, Juniper Networks, LinkedIn, Intuit and Charles Schwab
- Troubleshoot complex issues via personal visits and through email support with key accounts
- Anticipate current and future needs of clients in order to effectively exceed their expectations
- Frequently analyze customer database in order to identify and track sales and service trends
- Maintain contact with at least 20-25 clients per day through both phone calls and emails
- Provide end-to-end best-in-class client support while capitalizing on opportunities to up-sell and extend relationships
- Proud to have attained a 98% contract renewal rate year over

**Branch Manager- San Francisco (January 2011 – January 2012)**

**Field Service Coordinator (August 2009- January 2011)**

**iRise.com**

**June 2008 – July 2009**

**Marketing and Sales Support Intern**

*iRise is the world's leading provider of enterprise visualization software for business applications.*

- Provided support and lead management/assignment duties to a seven person inside sales team
- Crafted press releases and other marketing communications collateral