

**Manuel Hargrove**

San Francisco, CA

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- Customer service
- Detail oriented
- Self - motivated
- Goal - oriented
- Extensive knowledge of San Francisco
- Problem solving / negotiating skills
- 12 years of sales
- 6 years of management

**Co -Owner / Manager**

Outspoke'n Bike Rental Company San Francisco - San Francisco, CA

March 2018 to June 2018

We are a bike tour company specializing in San Francisco tours. At the best possible service, we give you a once in a lifetime experience. Explore, ride, enjoy!

**Partnership Account Specialist**

SpotOn, Inc - San Francisco, CA

August 2017 to March 2018

As a Partnership Account Specialist at SpotOn we work with and help small to medium sized business owners all around the country, making it easier for them to communicate with their customers. As a company we process payments and collect customer data. Which is a customized solution to manage and grow any business, by leveraging sleek hardware with intuitive software. We save businesses all over the country on their current monthly processing statement. Our platform allows you to track analytics and makes understanding metrics, transaction, and the connections from business to customer in a simple way. Along with giving a healthy clear ROI for marketing efforts. We give merchants the tools in communicating with customers by easily tracking growth and building relationships via mobile, email, and all social media networks. Reviews are a primary form of contact with customers, our platform allows quick response time and a closer connection on the spot. Marketing emails and campaigns are a primary asset when increasing sales, and we make it in a way that's simple and easily to understand. Loyalty and rewards is what makes our platform what it is. Attracting new customers by setting daily deals, weekly deals, monthly promos, and the ability to track inventory on what's being sold, and what's not being sold. All so business owners can be prepared, plan and grow their business for the future.

**Hotel Sales Manager**

Gray Line of San Francisco - San Francisco, CA

January 2017 to July 2017

Developed and managed a Hotel Sales Team responsible for creating and maintaining partnerships with hotel properties in San Francisco, SFO and the Bay Area. Managed business relationships and monitored commission reports with over 200 hotel properties and their concierge team. Motivated concierges to book tours and provided company updates and product knowledge. Ensured all concierges and hotels had the necessary and proper marketing materials to book all sightseeing tours.

Marketed product and represented Gray Line of San Francisco at various events and concierge trade shows. Researched new and potential properties to create new partnerships.

**Area Sales Manager**

City Sightseeing San Francisco - San Francisco, CA

March 2014 to December 2016

Managed a team of 7 - 10 sales representatives while providing on - site sales training. Developed daily and monthly sales goals for sales team and presented them with incentives based on production. Scheduled monthly sales and team building meetings to recognize and celebrate performance. Managed and maintained 4 - 6 locations, ensured all supplies were replenished, locations were cleaned, organized, and always ready for business. Researched potential locations throughout San Francisco to increase revenue.

**Concierge**

City Sightseeing San Francisco - San Francisco, CA

August 2013 to March 2014

Worked at multiple hotel concierge desks including ticket centers such as Theater Bay Area in Union Square and the California Welcome Center at Pier #39. Provided concierge services to all locations and properties by booking tours and tailoring suggestions to clients needs. Made sure all amenities to VIP guests and property owners for special occasions including honeymoons, anniversaries and birthdays. Managed end of day sales and opening and closing duties.

**Concierge**

Wyndham Worldwide - San Francisco, CA

September 2012 to August 2013

Marketed and advertised timeshare, while delivering the required number of qualified tours to the sales site. Provided excellent concierge service and incentives and kept an organized office space and sold tours, activities, attractions and reservations.

**Independent Contractor**

Shell Vacations Club - San Francisco, CA

February 2009 to September 2012

Marketed and sold tours, activities and tourist attractions, while maintaining and developing contracts with various sightseeing tour businesses. Book timeshare tours for Shell Vacations Club to the sale center

**OPC**

Shell Vacations Club - San Francisco, CA

May 2007 to February 2009

Marketed timeshare for San Francisco and Napa Valley, along with Marketing on - site, sporting events, concerts, and festivals. Directed prospective timeshare buyers to the Shell Vacation's Club Sales Center and delivered required number of qualified tours to the sales site.

**Psychology / Business Management**

Education

Southern Illinois University at Edwardsville - Edwardsville, IL