

# **Bobby Bolin II**

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**Summary:** Seeking a temporary part-time position engaging in a high-profile environment.

## **Business Development and Account Mgmt, Service King, Richardson, Tx (2017-2017)**

- Received **Employee of the Month** within first month in the role for **#1 Associate** with highest revenues actualized and scheduled appointments.
- Delivered remarkable customer experience for thousands of claims through collaboration with internal and external customers such as: nationwide service shops, vendors and insurance partners resulting **higher ratings** for claims handled.
- Investigate, handle, report complex collision claims/complaints with empathy, thorough and haste attention with resolution routing issues to appropriate channels **retaining in excess of \$200K**.
- Engage team leads, management, service shops and other functional departments for special claims, IT functionality issues, and new procedures from top-down and from down-top chain of command.
- Capture personal loss reports for trends in service issues and lost business reasons to increase revenue flows.

## **Management and Startup Consulting, Dallas/Gun Barrel/Plano, TX (2016-2016)**

- Vetonis Italian Restaurant: underperforming and high turnover restaurant. Created operational, management, training, business development, sales & marketing, product mix engagement plans. Retrained staff and hired appropriate members to fulfill job duties. **Boosted moral, teamwork, productivity, and quality over 50%**.
- Current consulting clients include: a sustainable, 100% Organic & Non-GMO juicing and Kombucha business; non-profit serving refugee population in DFW; a minority owned staffing firm in DFW.

## **Business Development/Vice Chairman Safety Committee, Sheraton Hotels, TX (2015-2016)**

- Increased hotel safety awareness through facilitated discussion, training, weekly huddle topics and management monthly audits for all departments totaling **more than 200 associates**.
- Built nationwide market positions for **7 Sales Managers for less than 3 months**; Coached, motivated, empowered and mentored in respective vertical markets, business acumen, relationship building, consultative & value based selling which moved the red performing hotel to **\$600K+ Revenues**.

## **Complex Coordin., Business Development, Hilton Worldwide, San Diego, CA (2014-2015)**

- Lead generation & management for a **Luxury Resort Property, (2)4 Star Properties** for 20+ **Sales Managers** improved lead management processes by **15%** and developed **\$10Million** in revenue.
- Established an effective client relationship for a **Nationwide, Multi-Year, Multi-Million Dollar** opportunity for **San Diego & Washington DC's City-Wide Sales Team**.
- Scrubbed data, compiled a list of inactive/forgotten clients and qualified in excess of **\$5Million dollars**.

## **VicePresident/Chief Operating Officer, Defensor Security, San Diego, CA (2011-2014)**

- Ground floor up opportunity promoted to **Director of Sales & Operations to VP/COO** for a Veteran Disabled Small Business in El Cajon, CA expanded company **Revenues** from **\$5K-\$2M+**, contracted reputable residential/commercial clients along with the renown **Universal Studios & Comic-Con Contract**.
- Proposed new Marketing Initiative and significant **Revenue Stream of \$80K+** called, "Code-4-Wellness Check," which promoted senior welfare checkups in their homes.
- Effective business development, account management, recruiting and training with an **85% Client Sign Rate, 98% Satisfaction Rate** and **90%+ Retention** while managing a daily operating force of **20-100 Security Officers** reduced churn to **>4%**.

## **Military Police, United States Marine Corps, Camp Foster, Okinawa, Japan (2007-2011)**

- Basic to Emergency response for a base of 1,000+ personnel, Conflict Resolution, Access Control, Crime Prevention, Risk Management, Criminal Investigation, Special Event Management, Public Relations, Trial Adjudications, Supply Chain Management, Vehicle & Supply Procurement.

## **Senior Manager, Vetonis Italian Restaurant, Gun Barrel City, Texas (2003-2007)**

