

# JAVIER DELGADILLO

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## EXPERIENCE

### Starbucks

San Francisco, CA

#### Supervisor

December 2020 – PRESENT

- Swiftly and successfully resolved conflict resulting in customer satisfaction 100% of the time
- Warmly greeted new and returning customers and developed relationships resulting in customer loyalty
- Supervise and counsel employees; promote employee growth, efficiency, morale, and teamwork
- Provide direction to employees for merchandising, line display, stocking, and storing of products
- Align employees through daily stand-ups to ensure exemplary customer service by anticipating and exceeding guest expectations which increased the store sales by over 50

#### Barista

May 2015 – December 2020

- Awarded 'Partner of The Quarter' for exceptional service in customer satisfaction
- Manage bookkeeping and responsible for cash handling, safe verification and daily deposits
- Prepared all food and beverage orders for 100+ customers within a 30 minute time frame
- Maintained high standards of customer service during high volume, fast-paced operations

### Backblaze

San Mateo, CA

#### Growth Marketing Intern

June 2021 – August 2021

- Worked directly with the SDR team on outbound B2B enterprise sales efforts
- Used ZoomInfo to mine 1841 Leads across 953 companies across biotech, university, and aerospace industries
- Built reporting in Salesforce.com to track leads through the pipeline and schedule follow-ups
- Analyzed sales calls with prospects using Gong and set up action items for the SDR team
- Used Outreach to send 4242 emails with 22% open rates and used Chili Piper to schedule meetings with prospects, that led to generating \$41,270 in LTV for the company

## SKILLS

- Proficient in all Microsoft Office and Google Suites applications
- Experience with Salesforce.com, Gong, Outreach, Chili Piper, and ZoomInfo

## EDUCATION

### San Jose State University, San Jose, CA

January 2020 – December 2023

#### B.S Management Information Systems

Relevant Coursework: System Analysis & Design, Intro to Marketing, Fundamentals of Operations Management

### City College of San Francisco, San Francisco, CA

August 2018 – January 2020

#### A.S Business Administration

Relevant Coursework: Managerial Accounting, Financial Accounting, Data Structures & Algorithms: C++