

Chivas Watson

SKILL PROFILE

Driven, creative, enthusiastic, and academically-inclined leader versed in many platforms such as Analytics, macOS 12/iOS [Monterey, iPad/iPhone] & Windows OS, Microsoft Office Applications [MS Word, Excel, PPT, Access], Oracle RDBMS/Taleo Cloud Service and Salesforce CRM.

Technical Skills: Process-Driven, Leadership, Operations Management, B2B Sales, Intersectional Organizing, Community Advocacy, Consumer Sales, Market Research, Professional Facilitation, Business Planning/Forecasting, Graphic Design, Data Entry, Accounting, Recruiting/Staffing, Business Development, Project Management, Vendor Management, Hospitality Management, Account Management, Procurement, Solution Selling, Social Media, Digital Marketing and Strategy, Detail-Oriented, Mature Academic Structure, Strong Communicator, Organizational Skills, Data Analysis, Deadline-Driven, Sourcing, Corporate Training, Flexible, Ambiguous Environment, Extensive Regional Travel, Networking, Policies, Procedures, Establishing Rapport, Managing Diverse Relationships, CRMs, Coding, Cloud Services, Cold Calling, Revenue, Sales, Public Broadcasting, Public Speaking, Business Solutions, Base Building, Supply Chain Management, Merchandising, Construction, Forklift Operating; Tested in MS Office [96%], Word [95%], Excel [93%]. Publisher [90%]

EDUCATION:

Baylor University, Waco, Texas

2009

- **Bachelor's Degree** in Health Science Studies with a concentration in Pharmacy **GPA 3.75**
 - Treasurer, Association of Pre-Pharmacy Students
 - Mentorship, National Leadership Forum for Medicine
 - National French Honor Society
 - President, Association of Black Students
 - Provost's Gold Scholarship recipient
 - Vice President, Baylor NAACP
 - Vice President, Baylor Democrats
 - Treasurer, French Club
 - Dean's List honoree

CityWorks Academy, Austin, Texas

2018

- **Graduate** of 14-week workshop aimed to introduce and teach participants of the City's governmental processes; selected as one of 25 individuals that reflect Austin's diverse community

African-American Leadership Institute, Austin, Texas

2021

- **Graduate** of a six-month inaugural fellowship for the Leadership Institute's 2021 class, to empower and connect Black professionals with DEI opportunities, strategies and other innovative actions throughout the Austin area

Pure Justice, Houston, Texas

2021

- **Chosen** for an Indigent Defense Fellowship, a six-month legal research study based on constitutional rights

University of Houston

2021

- **Graduate** of UH's Honors College [Main Campus] Community Health Worker Initiative [UHCHWI]
 - Participated as Program Trainer & Teaching Assistant to the Summer 2021 Hire Houston Youth cohort of dual-status Black, Latino youth and teenage single mothers

WORK EXPERIENCE:

Consultant/Contractor [Project-Based]

March 2017 - Present

- Various consulting projects while obtaining professional licenses, working in leadership roles:
 - Executive consultant for Printing Services partnership and Warehouse client; full-scale business development, account management, and social marketing; production and manufacturing including mass signage, framed shipments, and printed items
- Manage daily requirements for production, create product forecasts and budget reports;
- Partner with existing clients, establish new relationships, manage database contacts for residual use;
- Coordinate with other departments routinely, including operations, human resources, division-related contract development, graphic design, purchasing, engineering, quality assurance, R&D, warehousing, shipping & receiving to bridge gaps for connectivity with stakeholders;
- Create and manage digital content for projects and clients, create and host webpages, digital activity; social media following increase of 90% [since May '19]
- Manage supplier relationships for idea/supply concerns, vendor returns, long-term planning, merchandising; complete and submit income statements and sales reports;
- Operate stand-up and sit-down forklifts, swing reaches, saws and pallets, building boxes/containers, electrical data-collection devices;
- Results through Q4, 2021: \$550k in acquired revenue
- Operational Consultant and Event Coordinator for client The Brass Tap @ The Domain [March 2017-May 2019]:
 - Lead store location from a 17-month sales deficit; \$55k in raw, organic sales in initial six-week period
 - Negotiated existing bids and managed client accounts daily, annual profit increase of 71% ['18 EOY];
 - Enabled corporate and local contact database through front-facing relationships and structured correspondence, in excess of 175+ professional brands and companies;
 - Created, managed digital content and activity through social platforms, increased followers by 275%; emergence as an outbound marketer, social media guru, and trusted contact;
 - Develop new initiatives and work with service providers to plan and coordinate services;
 - Managed catering/to-go depts., scheduling, training, food prep, daily forecasting and fiscal reporting;
 - Began as a professional facilitator for commercial and nonprofit clients in various forums and workshops

Love Style Inc.

February 2016 – March 2017

Assistant General Manager

- Manage Front-of-House/Back-of-House operations for high-volume Warehouse District restaurant, Lonesome Dove Western Bistro, \$8 Million Annually;
- Handle weekly inventory and vendor relations to ensure the timely and cost-effective purchasing of liquor, beer and small wares;

- Responsible for all FOH & BOH service as well as 100 support staff and employees, hosting corporate events;
- Oversee employee relations encompassing recruitment, training, and performance evaluations, as well as daily operational reports;
- Responsible for 22 hires, 10 partnerships, and \$285k in corporate accounts established;

Triple Crown Consulting (Austin, TX)

March 2015 – February 2016

Technical Recruiter/Business Development Agent

- Successfully placed six candidates into permanent roles (\$125k base or better) by June 2015, company goal for 3 placements usually exceeds a year or more; formally submitted 40 candidates for roles with clients such as MediaTek and TSMC, 3-month goal was set for 15 submittals; [\$20k in commission earned, 27 direct hire placements as of Jan. 2016]
- Actively established and maintained a national base of high-level, top-tier technical consultants in areas of hardware & software engineering, as well as big data/analytics;
- Generated sales leads for business development purposes, to acquire high-profile technical engineering opportunities
- Built a database of national technical contractors and full-time professionals via Bullhorn Staffing and eventually Salesforce CRM, maintain weekly contact with them, and assist them in finding suitable positions; Make 100+ dials daily, between 30-50 emails;
- Developed deep relationships with client and agency partners to understand the account, its business, brands, and corporate culture; learned to work well under frequent interruptions and changes in priorities
- Projected and attained metric-driven goals, as it pertained to candidate submittals and placements;
- Specifically, the roles I source/screen for are: CPU & chip architects, ASIC/FPGA/SOC design engineers, front-end design/verification specialists, back-end physical design/layout engineers, Python/Groovy/JavaScript/C# developers and coders, UI/UX architects, firmware/embedded test engineers, low-level IOS/Android developers, and RF Power and mixed signal IC design engineers

Dell Computers (Round Rock, TX)

August 2013 – February 2015

[Agency Recruiter/Staffing Specialist via Staff Management, May 2014 - February 2015]

- Responsible for \$300k in revenue for assigned contractors wage earnings in first 6 weeks employed;
- Successfully hired 100 contracted employees in a 3-month period for Dell & Texas State Agencies;
- All contracted resources I personally staffed for various Dell roles have achieved and obtained permanent employment with the company as of May 2015, which catapulted agency partner Goodwill Staffing Group out of a 5-year negative fiscal standing;
- Dell requisitions and hires were in the following departments: Software & Peripherals, Public Accounts, Enterprise, and Federal Sales; Government/Federal IT;
- Established initial contact with Dell MSP prospects and utilized VMS tool IDD for technically-specific opportunities and conducting qualifying interviews;
- Within a vendor management tool, implemented a new database of contractual resources for the configuration, implementation, and utilization of ongoing contractual labor;
- Worked directly with both internal and agency partners to acquire, screen, submit resources, and manage open and closed requisitions;

- Relied upon a contingent labor workflow process to onboard resources and monitor timecards, compensations, and other analytics;
- Identified and/or collaborated with other creative partners, technology vendors and account managers on concepts with a view towards driving revenue to the division;
- Remained abreast of innovation in the social media space while developing a culture of respect within the division;
- Worked closely with agency business development to meet divisional business and revenue goals, while developing deep relationships with client and agency partners to understand the account, its business, brands, and corporate culture
- **PMP-Certified; OSHA Forklift-Certified [January 2015]; Microsoft Certified IT Professional**

[Consumer Sales Agent, August 2013 – April 2014]

- Recognized consecutively as **Services Agent of the Quarter** (Q4, Fiscal Year 2013/Q1, 2014)
 - In every month employed, I surpassed monthly goals and metrics projected for me in revenue acquired (\$500k+, goal of \$400k), attainment (190%, goal of 90%), enrolling clients into Dell's credit program (78%, goal of 52%), and average handle time [AHT] (2:25, goal of 4 mins.); **[\$25k+ in bonuses earned]**
- Responsible for consumer and small business solution sales via inbound and outbound calls in a team environment;
- Delivered a positive customer experience via Dell's client sales model while maximizing revenue and margin generations;
- Maintained an unwavering, positive attitude with a strong drive for results, along with the ability to overcome ambiguity;
- Managed customer relationships, analyzed client and lead detail, as well as call metrics with SalesForce CRM & IDD;
- Relied on to help staffing concerns for the Sales department, which required training on how to effectively review and consider applicants' resumes and profiles, as well as assisting with conducting interviews and onboarding;
- Served in Leadership roles after mastering sales processes and objection handling, as well as teaching best practices for gaining Credit consumers, handling conflict and uncertain situations, and new business for all markets

Fleming's restructured their business operations and compensation scale, which was a deciding factor to migrate to Dell.

Fleming's Prime Steakhouse & Wine Bar Corporate Service Manager

August 2012 - August 2013

- Assisted in the implementation of the Fleming's WiNEPAD, a custom iPad application that helps patrons navigate each restaurant's full wine list and menu pairings tableside or at the bar;
- **Increased revenue in our Western region by 6%, which resulted in 3 locations becoming \$10 million stores;**
- Responsible for all FOH & BOH service as well as 100 support staff and employees;
- Responsible for building monthly fiscal and operational reports for ten individual locations across the Western US (Austin, Houston, Los Angeles/Beverly Hills, Baton Rouge, Denver, Chicago);
- Provided a formidable example on professionalism, punctuality, and procedural habits; established a personal rapport with all guests and patrons;

- Composing schedules, scheduling private dining events, tracking food & wine inventory/sales, examining annual/monthly sales goals, labor costs, and profit margins; managed guest rewards program, draft and present daily operational reports; proficient with OS X applications and processes

References available via cover letter.