

Ernesto Beltran Gonzalez



Work Experience:

SERVPRO- Director of Marketing & Sales

July 2025-Present

1 year of restoration industry experience focused on community engagement, insurance relationships, and municipal support. Built strong partnerships with insurance agents, municipalities, and local organizations through Chamber of Commerce involvement and community outreach efforts. Supported residential and commercial clients with marketing, mitigation, and reconstruction services while assisting with business development, brand awareness, and client relationship management within the local community.

- Developed and maintained relationships with insurance agents, fire departments, property managers, municipalities, plumbers, and commercial partners to generate consistent referral business.
- Managed social media marketing, created branded content, and increased community engagement through educational and promotional posts.
- Represented the company at chamber events, fundraisers, trade shows, golf outings, and local community partnerships to strengthen brand awareness.
- Maintained consistent communication with referral partners and customers to ensure excellent client experience and long-term relationship retention.

Rhyme- Client Manager

July 2024-Present

Results-driven Client Manager with 5 years of experience in fostering strong client relationships and driving satisfaction. Proven track record in managing client accounts, developing strategic solutions, and delivering exceptional service to enhance client retention and loyalty. Skilled in identifying client needs, resolving issues, and collaborating with cross-functional teams to ensure seamless execution of services.

- Cultivated and maintained strong relationships with key clients, serving as the primary point of contact and advocate.
- Tailored strategies to meet client objectives, resulting in high client satisfaction to Rhyme
- Coordinated with internal teams to deliver projects on time and within budget, ensuring alignment with client expectations.
- Managed contract negotiations and renewals, driving revenue growth and enhancing client retention rates.
- Achieved 100 percent of my monthly and yearly quotas.
- Additional products and services have been learned through their value add.

Proven IT- Account Manager

November 2021-June 2024

Worked on a team of 12 sales professionals identifying and qualifying MFP and technology-based sales.

- Establish client relations and qualify sales opportunities to leverage process efficiencies, automation, and MFP placement within a client environment.
- Coordinating with the Marketing Technology team for business development enhancement within the current and net new client environment.
- Speed up form processing and provide workflow automation improvements into new and or existing ECM's.
- Driving sales directives and quotas and maintaining QC within the client environment.
- Technical sales support and training for clients once a sale has concluded.

Becton Dickinson- Sales Representative

August 2021 -November 2021

- Responsible for making dials daily and developing relationships with customers
- Communicated with materials managers and purchasers to of hospitals to convert BD products such as Hemostats, Wound irrigation systems, and surgical Instruments
- Continually found efficiencies in Microsoft Teams, Excel, and other platforms that were used
- Covered the Midwest Territory which included: Michigan, Kansas, Illinois, Wisconsin, Nebraska, Ohio, Indiana, Iowa, Missouri, and the Panhandle of Florida
- Responsible for quoting product, determining tier levels for customers, and answering customer emails on our products

ICU Medical- Contractor

October 2020 - July 2021

- Responsible for inserting appropriate information into the ICU platforms
- Communicating thoroughly with supervisor and other employees with particular tasks via work from home
- Continually finding efficient and effective ways to complete tasks on time
- Responsible for overriding chargebacks
- Identifying data that corresponds with customer accounts
- Managing to learn how to work from home

St. Norbert College

August 2017- May 2020

Tour Guide

- Providing them with the excellent customer service while maintaining proper crowd flow
- Personal attention to the needs of students and guests is necessary to make them feel welcomed and comfortable.
- Persuade prospective students to attend SNC
- Demonstrate effective speaking and listening skills
- Communicate very well with diverse groups

Education

Graduation - May 2020

St. Norbert College, De Pere Wisconsin

Bachelor of Business Administration

Major: Business Administration **Concentration:** Marketing **Minor:** Spanish

Skills

- Bilingual Spanish (Fluent)
- Proficient Microsoft Word, Excel, Outlook, Access