

# David Lee

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## OVERVIEW

Strong experience in consultative selling to C-level executives and translating technical solutions into compelling investment opportunities. Strong business development and partnership management expertise, building tangible results for key business partners. Self-driven and passionate about game changing technology that fuels business growth.

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## EDUCATION

**University of California Riverside**  
Bachelor of Arts in Interdisciplinary Studies

Riverside, CA  
June 2011

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## CORPORATE EXPERIENCE

### ServiceTitan

#### Enterprise Customer Success Manager

Los Angeles, CA  
June 2016 – Present

- Manage and grow a book of business worth \$2M in annual recurring revenue
- Consult and recommend industry best practices in optimizing the customer's business through ServiceTitan's software
- Develop and implement detailed success plans to ensure the full adoption of our software
- Foster and drive more business for Service Titan by upselling our partner's services
- Maintain a 100% renewal rate among my accounts and help contribute in maintaining a company churn rate of >1%

### OpenTable

#### Account Manager, Payments

Los Angeles, CA  
May 2015 – May 2016

- Developed a new territory plan and strategy to focus on awareness and adoption of OpenTable payments across 1k+ accounts in L.A.
- Secured strategic contracts with top players in the industry such as: Sammy Boy Entertainment and Innovative Dining Group
- Built Open Table's 1st customer learning session for mobile pay solutions, with key influencers in L.A. Crafted end-to-end program, encompassing industry insights, mobile solutions, and the current impact of mobile pay - to help inspire restaurants to adopt OpenTable payments
- Cultivated partnerships with MICROS and ALOHA to drive recommendations for OpenTable payments as a value add for their Point of Sales systems

### Square

#### Account Manager

San Francisco, CA  
May 2014 - May 2015

- Grew book of business worth \$100M in gross payment volume by 15%; driving initiatives that led merchants to adopt a variety of Square's paid subscriptions solutions, e.g. Square Capital, Register Pro, Appointments and Feedback
- Helped develop Square's first retention program ensuring a churn rate of < X% QoQ
- Responsible for creating and sharing company-wide competition/kill-points, best practices and product demos
- Strong cross-functional team player - engaging multiple teams to create a lead-flow system for account managers that targeted prospects more likely to subscribe for paid features

### Birst

#### Business Development

San Francisco, CA  
January 2014 - May 2014

- Generated highly qualified leads to our enterprise and commercial account teams reaching 105% of quota in the first quarter
- Led the team in generating the most outbound qualified leads and developed strategies on finding qualified outbound leads
- Certified to give demonstrations to C-level executives on our data warehouse, ETL, and our visual analytics platform
- Responsible for qualifying and positioning Birst to notable companies that closed in deals such as: SunnyD and Build.com

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## AWARDS & RECOGNITION

- Square Above & Beyond Award (Q2-2015)

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## ADDITIONAL DETAILS

- Commercial: Completed in-house business development, negotiations and partnership management trainings from OpenTable, Square and Birst  
- Technical: Windows Client & Server OS and hardware expertise, Enterprise Data Warehousing, Salesforce.com, JIRA, and Marketo  
- Interests: Level 2 Certified Sommelier; love sports (volleyball and basketball), travel and food