Titus J. Sisomphou

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**Professional Summary**

A metrics-oriented server with an “experience-first salesman-second” mindset. Passionate about providing a great time through showmanship, storytelling, and a likable personality. Team player by nature with experience in D2D and B2B sales. A driven individual that has held multiple leadership roles and is looking to expand his knowledge with a trusted growing establishment.

**Experience**

**Lead Server/Lead Bartender**  **Aug 2020 – Sep 2023**

**Crab Station** – Dallas/Fort Worth, Texas

* Increased front-of-house operations by training incoming staff on processes, culture upselling, and suggestive selling, which increased total net sales by 5%-8% month after month for the business since the training period
* Quickly promoted to lead server by achieving employee of the month consecutively over 4 months, which led to also becoming a key holder within 60 days of the start date
* Built a regular clientele totaling over 25-30 people who continuously requested to be taken care of by me, which led to increased personal tips and overall revenue for the business

**Server/Bartender** **Jan 2018 – Dec 2021**

**Tei An** – Dallas, Texas

* Averaged the highest total sales out of 16 elite servers in 2019 by promoting the finest bottles of sake and wine weekly, which led to being designated as the “go-to” when extremely wealthy new clientele would dine in
* Handled a 16-seat full-service countertop and never fell short of the quality of service which resulted in reaching 100% server 3 months earlier than the average server

**D2D Sales Intern** **May 2019 - Aug 2019**

**Vivint Smart Home** – Santa Fe, New Mexico

* Presented smart home technology packages ranging from $1500-$4000 and negotiated 5-year home security contracts for new and existing customers by demonstrating a successful sales process.
* Exemplified tenacious leadership skills by finishing the summer as the top intern in the office by leading the team with the total number of accounts sold (48) and revenue generated ($180,000) through prospecting and territory management.
* Consistently applied problem-solving skills by building rapport and offered specialized solutions tailored to the customer which led to winning “Rookie of the Week” out of 500+ rookies.

**Lead Server/Lead Bartender** **May 2012 – Dec 2016**

**Asian Mint -** Dallas, Texas

* Handled over 100+ inbound to-go orders daily over the phone while being responsible for a 16-seat bar top during bar shifts
* Responsible for balancing drawers, reconciling cash, and closing out all FOH employees at the end of each shift
* Trained all new hires on operations, culture, and expectations while promoting a customer-centric mindset when serving clientele

**Education**

**The University of North Texas August 2020**

Bachelor of Applied Arts & Sciences (Mktg. & Business Mgmt.)  **GPA 3.8**

**Officer - Treasurer**  **Aug 2019 – May 2020**

**UNT Filipino Student Association**

* Prepared annual budgeting for an organization of over 600 students and raised over $11,000 through fundraising campaigns in 5 months.