

DYLAN PINTADO



PROFILE

Sales professional with 5+ years of experience across high-pressure, customer-facing environments — from closing smart home security systems door-to-door to selling memberships and driving outbound pipeline. Proven ability to build rapport fast, handle objections in real time, and consistently perform in roles where results are the only metric that matters.

Currently transitioning into SaaS and AI/tech sales, backed by hands-on experience building real AI-powered systems — including voice AI receptionists, automated workflows, and AI agent deployments using tools like VAPI, n8n, Voiceflow, and Claude. Bilingual in English and Spanish, with a track record of showing up, learning fast, and outperforming expectations in every environment I've been in.

WORK EXPERIENCE

● Guest Services Associate | Hollywood beach Marriott | MARCH 2024-PRESENT

- Serve as a primary point of contact for arriving and departing guests, delivering a consistent, high-touch experience in a fast-paced luxury/hospitality environment.
- Coordinate between front desk, parking, and internal departments to ensure seamless guest operations from arrival through checkout.
- Handle real-time problem solving, guest complaints, and service requests while maintaining professionalism under pressure.

● Sales | Vivint AUGUST 2023-MARCH 2024

- Conducted high-volume door-to-door outreach, logging 100+ hours in the field selling smart home security systems directly to homeowners in competitive residential markets.
- Maintained consistent sales activity against a weekly quota, regularly closing new accounts through cold approaches with no inbound leads or marketing support.
- Completed both classroom-based and field sales training programs covering consultative selling, objection handling, and customer needs assessment.
- Developed resilience and discipline through one of the most demanding sales formats converting cold, unscheduled conversations at the door into signed contracts.

● Membership Sales Representative | Crunch Fitness MARCH 2021-MARCH 2023

- Sold gym memberships and personal training packages to walk-in prospects, consistently upselling higher-tier programs through consultative, needs-based conversations.
- Conducted outbound calls to leads and former members to re-engage interest and drive membership conversions.
- Executed local marketing initiatives including referral programs and community outreach to drive foot traffic and brand awareness.
- Delivered a high-volume of daily guest interactions, building rapport quickly and moving prospects through the sales process in a single visit.

● Customer Service Director | South Florida Produce DEC 2019 - APRIL 2021

- Directed customer service operations, managing orders, returns, and logistics for efficient delivery.
- Maintained and updated CRM data, providing leadership with real-time reporting on project metrics.
- Coordinated across departments to resolve issues, streamline processes, and improve overall workflow efficiency.
- Led customer relations initiatives to boost satisfaction and strengthen client loyalty.

EDUCATION

Education & Certifications

- Broward Community College – Business
- Google Prompt Engineering Certification
- AI Essentials – Google Certification
- Miami Dade College – Certification in Foundations of Artificial Intelligence & Business Automation

SKILLS

Areas of Expertise

- Leadership & Team Development
- AI Automation (Claude AI, ChatGPT, Prompt Engineering, n8n, Make (Integromat), VAPI (Voice AI), Voiceflow, AI Workflow Automation)
- CRM Integration (Airtable, Google Sheets)
- Sales Strategy, Lead Generation & Closing
- Client Relationship Management
- Process Improvement & Workflow Optimization
- Microsoft Office Suite

LANGUAGES

- English (Fluent)
- Spanish (Fluent)