RYAN GRADY

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PROFESSIONAL SUMMARY

Motivated and results-driven sales and customer service professional with 10+ years of experience in inside sales, client relationship management, and team leadership. Proven track record of exceeding goals, managing multiple client accounts, and delivering outstanding service in fast-paced environments. Seeking a role that fosters growth and continued learning.

PROFESSIONAL EXPERIENCE

C-4 Analytics – Remote

Business Development Representative (Oct 2025 – Present)

- Drive new sales opportunities for my market sales director.

C-Level Partners — Remote

Client Service Partner (Mar 2023 – Jan 2025)

• Managed a team of Business Development Partners and served as client-facing lead across multiple accounts.
• Continued to deliver results by securing high-quality meetings through direct outreach.
• Supported internal operations with scheduling, strategy updates, and performance reporting.

Business Development Partner (Oct 2021 – Mar 2023)

• Reached out to C-level executives on behalf of clients to schedule discovery meetings.
• Outperformed initial client budget and was awarded a second account.
• Managed calendars, sent invites, and handled follow-up materials to ensure seamless meetings.

Dotloop (A Zillow Group Company) — Cincinnati, OH

Sales Consultant (Sept 2017 – Oct 2021)

• Cold-called real estate brokerages to introduce Dotloop's digital platform.
• Booked and conducted demos to showcase system features and value.
• Quoted pricing and closed sales, contributing to team goals.

Integrity Express Logistics — Cincinnati, OH

Logistics Broker (Aug 2016 – Aug 2017)

• Coordinated inbound and outbound freight with carriers and clients.
• Delivered fast, reliable shipping solutions under tight deadlines.

U.S. Bank — Cincinnati, OH

Collections Specialist (Auto & Student Loans) (2011 – 2016)

• Exceeded collection goals in both auto and student loan departments.

• Earned multiple 100% quality scores for compliance and communication.
• Assisted with underwriting, clerical tasks, and team performance tracking.

LEI Home Enhancements — Cincinnati, OH

Marketing Representative (Outside Sales) (2010 – 2012)
• Sold replacement windows door-to-door to homeowners.
• Developed persuasive communication skills and consistently closed deals.

Delaware North – Great American Ballpark — Cincinnati, OH

Customer Service Representative (2009 – 2012)

• Provided game-day support to fans, offering information and recommendations.
• Delivered excellent customer service while promoting ballpark services.

EDUCATION

Cincinnati State Technical & Community College

Currently Pursuing Associate Degree

Oak Hills High School — Cincinnati, OH

High School Diploma, 2009

SKILLS

• B2B & B2C Sales
• Client Account Management
• Market Research & Lead Generation
• Cold Calling & Meeting Booking
• Team Leadership
• Microsoft Office (Word, Excel, PowerPoint)
• CRM Tools (Salesforce, HubSpot, etc.)
• Strong Communication & Problem Solving