

Daniel 1177 California St, Apt 705 – San Francisco, CA – 94108
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Professional Summary I am a multidisciplinary professional with experience in strategy, planning, analytics, operations, and sales. My analytical skills align well with my time management insight and attention to detail.

I have experience with HTML, CSS, JavaScript, and Python. And I am proficient with Git, SQL, Office Suite, Salesforce, Looker, and PowerBI.

Fluent in English, Spanish, and Portuguese, I am a strong communicator, collaborator, and mentor able to effectively build and nurture strong relationships with direct reports, customers, stakeholders, organizational leadership, and colleagues.

Experience **GitHub – Senior Manager Sales Operations** **12/2021 - Present**

- Responsible for forecasting, pipeline analysis, and regular updates to the Sales Leadership team through worksheets, reports and decks.
- Work with key sales leaders on critical strategic, organizational, and operational projects designed to increase revenue, sales productivity, and operational efficiency.
- Provide thought leadership, perform business analysis, and support execution of high-impact strategic projects and mission-critical initiatives.
- Work with our cross-functional partners to ensure the collaborative execution of key projects, while continually finding opportunities for ongoing program improvements and enhancements.

GitHub – Senior Data Analyst **12/2019 - 11/2021**

- Worked with the Senior Manager, Senior Director, VP, and Sales Leadership to assess metrics needs and compile reporting requirements.
- Developed and maintained SaaS metrics in BI tools in addition to ad hoc analysis to help drive strategic business decisions. Created and maintained dashboards that tie back to business and product goals.
- Reported insights across business functions (Sales, Marketing, Finance, and Product) to track company progress and periodically validated the total addressable market sizing for specific go-to-market verticals or use-cases.
- Collaborated closely with GitHub's Sales, Finance, Marketing, Business Systems, and Product teams to optimize how we capture, analyze, and report business and product data.

Ruby's Place – Board Member, Board Secretary and Treasurer **09/2019 - Present**

- Secretary and Treasurer of the Board, member of the Executive and Finance Committees.
- Ruby's Place is an innovative nonprofit committed to ending domestic violence, human trafficking, and violent crime through hope, advocacy, and connection.
- Ruby's Place provides survivors with crisis services, shelter, counseling, children's services, and more. We also offer training and technical assistance for first responders and social services providers on our recognized best practices for supporting trauma victims.

Google – Sales Operations Analyst (via Adecco) **09/2017 - 09/2019**

- Leveraged extensive industry experience to effectively examine and analyze statistical data, building an awareness of the market while forecasting trends in ways that drive insights.
- Collaborated with Operations Leads, building business models and providing ad hoc data, while also working with Sales, BI, and Finance teams, combining our knowledge in ways that energize results.
- Developed a list of ~1000 target companies in each of the four global verticals; Developed seats and revenue model for quota setting, collaborating with Finance and providing regular updates to the Leadership Team.
- Helped launch products working on go-to-market strategy and working alongside Sales, Product, Finance and Marketing teams.

OpenTable (Booking Holdings) – Cash Management Analyst **05/2017 - 09/2017**

- Reconciled bank statements, reporting, and general month-end processes as well as coordinated and processed invoice batches, applied daily cash receipts, and entered adjustments against AR.

OpenTable (Booking Holdings) – Accounts Receivable Specialist **07/2016 - 04/2017**

- Oversaw a portfolio of 4,000+ accounts, identifying and resolving root causes, managing and reviewing weekly aging reports, and providing customer support based on payment behavior.
- Displayed strong capacity to evaluate and improve business processes, proactively energizing and enhancing internal processes while effectively reaching a cash collection target of 97%.

Booking.com (Booking Holdings) – Credit Control Team Lead **04/2015 - 06/2016**

- Managed team of 6 credit controllers, providing support and motivation at all time as well as training and coaching direct-reports to holistically develop credit control team.
- Ensured monthly cash collection targets were met, monitored overdue debtors and risk analyses, stimulated commercial awareness within the team, and improved alignment with the sales department.

Booking.com (Booking Holdings) – Operational Team Lead **11/2012 - 04/2015**

- Recruited, trained, and supervised a team of 15+ direct reports and was responsible for qualifying leads received through the website and converting them into active customers.
- Set up and monitored targets/KPIs and improved the team's commercial skills, which led to an eventual merger between operational and commercial departments.
- Developed operational procedures and maintained communication with other teams and functional areas, demonstrating ability to listen to others and collaborate effectively.

Booking.com (Booking Holdings) – Sr. Coordinator Hotels **03/2011 - 10/2012**

- Oversaw all activities within the area/team of commercial content editors, coordinators and interns as well as recruited, trained, coached and developed over 5 team members.
- Managed the workload distribution amongst the team, setting priorities based on demand and providing management support along the way.

Education **BS - Business Administration with emphasis in Tourism and Hospitality Management** **2001**
Anhembi Morumbi University, Sao Paulo, Brazil

Other Courses

- Python Programming - General Assembly San Francisco, US
- SQL Bootcamp (Basic and Advanced modules) - General Assembly San Francisco, US
- Aspiring Leaders (Managing People) - Excel Communications Amsterdam, NL
- Art of Management I (Managing Performance) - Excel Communications Amsterdam, NL
- Art of Management II (Managing Teams) - Excel Communications Amsterdam, NL
- High Performing Teams - Insights Delivery Sao Paulo, BR
- Coaching for Success and Constructive Feedback Training - Booking.com Sao Paulo, BR
- Sales for Performance - Booking.com Sao Paulo, BR