

JAHIR CHAVEZ

AI GTM & Business Growth Operator | Sales, Partnerships, Digital Projects & Operations

San Diego, CA | (619) 863-3359 | jahirbernal12@gmail.com | linkedin.com/in/jahirchavez

Portfolio: nextgenop.biz | nwiesolutions.com | colon-clouds-gnome-chemistry.trycloudflare.com

PROFESSIONAL SUMMARY

Bilingual business growth operator with 15+ years of experience across sales, business development, partnerships, retail leadership, renewable energy, telecom, consumer products, operations, and digital project building. Proven ability to generate revenue, build pipeline, lead customer discovery, close deals, manage teams, improve processes, and translate business value into clear buyer-facing messaging. Recently built public AI and web-based business projects, including NexGen Operations, Northwest Import & Export Solutions, and a relocation intelligence portal, demonstrating hands-on ability to create digital offers, map customer journeys, develop GTM positioning, and apply AI-enabled business concepts. Strong fit for roles in AI GTM, SaaS sales, partnerships, customer success, sales enablement, RevOps, business operations, creator/content strategy, and digital growth.

CORE SKILLS

AI GTM Strategy | Business Development | Full-Cycle Sales | Outbound Pipeline Generation | Consultative Discovery | Strategic Partnerships | Account Management | Customer Success & Retention | Sales Enablement | RevOps Support | CRM & Sales Reporting | Salesforce | Revenue Growth | Customer Education | Cross-Functional Collaboration | Vendor Management | Digital Project Building | Web Experience Strategy | Offer Positioning | No-Code / AI Workflow Concepts | Content & Brand Storytelling | Retail & Consumer Operations | Team Leadership | P&L; Management | English & Spanish

CAREER HIGHLIGHTS

- Exceeded Sunrun sales quotas by 35%+ each quarter through consultative selling, disciplined follow-up, customer education, and trust-based value communication.
- Closed the largest deal in Pro Specialties Group history with TJ Maxx/Marshalls, supporting national retail distribution and cross-functional account execution.
- Managed Amazon Vendor Central growth, increasing sales 7-10% monthly through product launches, online channel execution, reporting discipline, and account optimization.
- Increased Fanatics account revenue by 28% through stakeholder management, category expansion, and consistent account support.
- Built a financial-sector sales pipeline at T-Mobile that increased monthly revenue by 25%.
- Launched an AT&T; sales initiative that increased deal closures by 45% and grew client acquisition by 15% monthly.
- Managed up to 6 retail locations with \$1.2M+ monthly P&L; responsibility while leading teams in sales, operations, customer experience, and KPI performance.
- Coached teams to 95% customer satisfaction scores and reduced turnover 23% through structured training, mentorship, and leadership development.

SELECTED DIGITAL & AI BUSINESS PROJECTS

NEXGEN OPERATIONS | AI Agent Suite / Business Operating System

Founder-Led Project | 2026

- Built a customer-facing AI business operating-system platform positioning AI agents as 24/7 support for business operations, sales, service, and workflow execution.
- Created offer positioning, web copy, one-page overview, pitch-deck structure, pricing narrative, and calls to action for business-owner buyers.
- Developed GTM messaging around AI adoption, automation, operational efficiency, digital labor, and small-business enablement.

NORTHWEST IMPORT & EXPORT SOLUTIONS | B2B Brand Distribution Platform

Founder-Led Project | 2026

- Built a B2B import/export web platform showcasing authentic Mexican consumer brands for wholesale and distribution opportunities across the U.S. and Canada.
- Structured brand/category pages, buyer-focused positioning, value propositions, and appointment-based sales flow.
- Combined cross-border market understanding, brand storytelling, merchandising, and business development strategy into a polished web experience.

DYSON RELO / DNN INTELLIGENCE BUREAU | Relocation Intelligence Portal

Founder-Led Project | 2026

- Created a segmented relocation portal with separate user journeys for clients, active real estate agents, referral agents, vendors, and corporate relocation / HR managers.
- Designed the platform around lead routing, partner networks, concierge-style service, and relocation operations.
- Demonstrated ability to map complex business ecosystems into clear digital workflows and audience-specific conversion paths.

PROFESSIONAL EXPERIENCE

SUNRUN | Renewable Energy Consultant

San Diego, CA | 03/2024 - Present

- Exceed sales quotas by 35%+ each quarter through consultative discovery, disciplined outbound follow-up, customer education, and trust-based value selling.
- Translate complex solar, financing, and project-timeline information into clear recommendations aligned to each homeowner's goals, questions, and decision criteria.
- Coordinate with operations, installation, and customer support teams to ensure accurate handoffs, timeline alignment, and strong post-sale customer experience.
- Maintain organized pipeline records, proposal details, customer documentation, and follow-up activity using sales and proposal tools.

T-MOBILE | Connectivity Expert

San Diego, CA | 03/2023 - 12/2024

- Supported high-volume consumer and small-business sales through product consultation, issue resolution, solution positioning, and account follow-up.
- Increased customer retention by 10% through tailored service solutions, proactive relationship management, and strong customer experience execution.
- Built a financial-sector sales pipeline that increased monthly revenue by 25% through targeted outreach and organized follow-up.
- Audited sales and inventory reporting to improve operational accuracy, reduce discrepancies, and support leadership decision-making.

AT&T; | In-Home Expert

San Diego, CA | 12/2021 - 12/2022

- Delivered premium in-home consultations, identifying customer pain points and recommending tailored technology solutions across internet, wireless, and connected-home services.
- Grew client acquisition by 15% monthly through relationship-driven sales, local market development, and clear value communication.
- Launched a sales initiative that increased deal closures by 45% by improving outreach, customer education, and follow-up execution.
- Partnered with leadership to execute quarterly business plans, track performance, and improve customer conversion.

EXCLUSIVE NETWORKS USA | Business Development Representative

San Jose, CA | 05/2021 - 09/2021

- Expanded client base with 17% monthly acquisition growth in a cybersecurity and technology sales environment.
- Built B2B partnerships through webinars, telesales, proactive marketing outreach, and structured follow-up.
- Improved deal closure rates by 25% by implementing a stronger outbound strategy and organized communication process.
- Supported campaign-style outreach efforts by aligning messaging, audience targeting, timelines, and stakeholder follow-up.

PRO SPECIALTIES GROUP, INC. | Business Development Manager

San Diego, CA | 05/2018 - 03/2020

- Closed the largest deal in company history with TJ Maxx/Marshalls, supporting nationwide retail distribution for multiple consumer product lines.
- Managed Amazon Vendor Central growth, increasing sales 7-10% monthly through product launches, online channel execution, reporting discipline, and account optimization.
- Expanded company operations into the Mexico market through partner development, coordination, localized go-to-market execution, and bilingual communication.
- Increased Fanatics account revenue by 28% through stakeholder management, category expansion, and consistent account support.
- Collaborated across sales, operations, vendors, and retail partners to support product flow, account execution, brand expectations, and customer experience.

THE RIGHT LIGHT PHOTOGRAPHY | Chief Operating Officer

San Diego, CA | 01/2014 - 09/2016

- Oversaw production, sales, marketing, finance, vendor relationships, and daily operations for a creative service business.
- Coordinated creative workflows, client expectations, timelines, quality control, and final visual-content delivery.
- Organized project assets, vendor communication, and production details to ensure deliverables aligned with client goals and brand expectations.
- Negotiated vendor and partner contracts, generating approximately \$100K in annual cost savings.
- Supervised cross-functional workstreams and ensured teams followed process standards, deadlines, and client expectations.

SPRINT | Store Manager

San Diego, CA | 06/2008 - 01/2014

- Managed retail sales execution, staff coaching, customer service, administrative routines, merchandising, and operational standards.
- Managed up to 6 retail locations with \$1.2M+ monthly P&L; responsibility, supporting revenue, staffing, service, and operational performance.
- Delivered 15% revenue growth in year one by improving store execution, team accountability, and customer engagement.
- Coached sales teams to 95% customer satisfaction scores through service standards, product knowledge, customer feedback, and performance coaching.
- Reduced turnover 23% by implementing structured training, mentorship, and leadership development practices.

EDUCATION

Hilltop Senior High School | High School Diploma | Chula Vista, CA

LANGUAGES

English: Fluent | Spanish: Conversational