JEREMY RODRIGUEZ

OUTBOUND PROSPECTING | CONTRACTOR OUTREACH | FINANCING CONVERSATIONS
Rutherford, NJ | 914-308-6037 | jeremyrod147@yahoo.com | linkedin.com/in/jeremy-rodriguez-713a13124
Operations Portfolio: jeremyrodriguezoperations.com

PROFESSIONAL SUMMARY

Business owner and operations manager with 10+ years in customer-facing retail and service, moving into a full-time SDR role. Runs every sales conversation for his own home improvement business and studied HVAC/R at TCI, so he understands how contractors sell jobs. Uses Claude daily for research and outreach and built his own CRM with Claude Code. Ready to open conversations with HVAC and plumbing contractors about offering their customers financing through Wisetack.

RELEVANT SKILLS

SELLING: Outbound Calling & Phone Outreach • Personalized Email & LinkedIn Outreach • Contractor & Business-Owner Outreach • Needs Discovery • Objection Handling • Persistent Follow-Up • Appointment Setting
SYSTEMS: AI Prompting for Research & Messaging (Claude Code, Claude) • Checking AI Output for Accuracy • CRM Process Design & Activity Tracking • Building Software Tools with AI (CRM, POS) • Microsoft Excel
LANGUAGES: English **TOOLS:** Microsoft Excel • Square • Proprietary CRM • Claude Code • Claude

PROFESSIONAL EXPERIENCE

Owner & Operations Manager | Simplistic Handyman LLC • New York, NY **Aug 2024 - Present**

- Generated approximately $54K in first-year business revenue while establishing the company's operating model, pricing structure, customer workflow, and subcontractor network.
- Run the full sales process with homeowners and property owners by phone and email: respond to inquiries, discover needs and clarify scope, price and estimate, follow up on every estimate, close, and collect payment.
- Designed an end-to-end operating system with Claude Code and Claude over about a month that centralizes intake, CRM tracking, price guidance, estimates, scheduling, invoicing, collections, repeat-client activity, and closeout, so every open lead has a clear status and next step.
- Use Claude to research each customer and property before reaching out and to draft quotes and follow-up messages, then check the facts and personalize every message before it is sent.
- Coordinate a network of 5 subcontractors across job intake, scope clarification, estimating, scheduling, client communication, documentation, and payment collection.

Manager, Business Operations | Sugar Hill Hardware • Harlem, New York, NY **Oct 2020 - Present**

Previous tenure: Jan 2014 - Jun 2017

- Work with homeowners, contractors, and account customers in sales and business operations for a family-owned hardware and locksmith business, supporting a 5-person team and 20-30 labor jobs per month across intake, scheduling, handoffs, billing follow-up, and issue resolution.
- Created a centralized CRM process that replaced fragmented paper and spreadsheet tracking, improving visibility from inquiry through estimate, scheduling, completion, and collection.
- Built a replacement POS system and led migration of legacy inventory data to support clearer product tracking and more modern store operations.
- Handle payroll support, vendor documentation, financial records, charge accounts, and customer collections while maintaining accurate operating information.

Paralegal Assistant | McCabe, Weisberg & Conway, LLC • New Rochelle, NY **Apr 2018 - Oct 2020**

- Served as liaison between clients and internal staff, coordinating cross-department work to meet client deadlines and keeping status information accurate.
- Used Microsoft Excel and client systems for data analysis, reporting, file management, and operational tracking; trained new staff on systems and procedures.

PROJECTS

Organic Blends Barbershop: walk-in check-in site with live SMS queue updates • **Ramydia Home Health Care:** schedule-change documentation workflow, tested in a read-only dry run and not in production

EDUCATION

HVAC/R Studies | TCI College of Technology • New York, NY 2016 - 2017
GPA: 3.8 | Coursework ended when the institution closed and discontinued the program. No degree awarded.