

# Terrance Kent

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## Summary

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Dynamic Product Manager with a keen eye for innovation. Leveraging a background in diverse roles such as sales development, talent acquisition, and technology, I bring a unique blend of skills to the table. Proficient in strategic planning, market analysis, and customer engagement, I thrive in fast-paced environments where creativity and problem-solving are paramount. With a commitment to driving organizational success and a knack for turning challenges into opportunities, I am poised to lead product teams to new heights of excellence.

## Experience

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### Co.Lab

#### Product Management Ideation Program | 04/2024 - Present

- Developed a comprehensive understanding of the product management role through immersive training sessions, including classes on the product manager role, finding important problems, and effective prioritization.
- Utilized industry-standard tools/methods to conduct market research, identify user needs, and gather feedback.
- Applied user research methodologies to narrow down on problem spaces, write problem statements, and plan and conduct user interviews, resulting in valuable insights for product development.
- Collaborated with peers to review and provide feedback on product specifications, ensuring alignment with project goals and user requirements.
- Demonstrated effective communication skills by sharing learnings, insights, and progress updates with peers and mentors through written posts and presentations.
- Took initiative to actively engage with the Co.Lab community, participating in mentor sessions, volunteer opportunities, and group discussions to enhance learning and contribute to the collective knowledge base.
- Managed time effectively to meet weekly deadlines and deliverables, balancing coursework, peer collaboration, and personal reflection to maximize learning outcomes.

### Motivo Health

#### Recruiting and Onboarding Specialist | 12/2022 - 04/2024

- Orchestrated end-to-end talent acquisition processes for diverse roles, ensuring seamless execution and meeting aggressive hiring targets.
- Worked closely with cross-functional teams to craft comprehensive job descriptions and candidate profiles, aligning them with strategic product objectives.
- Spearheaded enhancements to the applicant tracking system, optimizing recruitment workflows for increased efficiency and productivity.
- Pioneered innovative recruitment strategies to attract top talent, leveraging market insights and emerging trends.
- Conducted rigorous candidate assessments and screenings, focusing on cultural fit and alignment with companies mission to drive organizational success.

### Cube | NY

#### Business Development Representative | 05/2022 - 12/2022

- Utilized LinkedIn Sales Navigator and ZoomInfo to analyze market trends and customer preferences, resulting in a 20% increase in conversion rates.
- Consistently achieved sales targets and KPIs, recognized for driving revenue growth and team success.
- Proactively identified opportunities for process optimization and product enhancement based on customer feedback and market research.
- Led strategic initiatives to engage potential customers through cold calling, email outreach, LinkedIn engagement, and video prospecting, driving lead generation and revenue growth.

### DataRail | NY

#### Sales Development Representative | 01/2022 - 05/2022

- Spearheaded strategic initiatives to drive revenue growth through diverse sales methodologies including cold calling, email outreach, LinkedIn engagement, and video prospecting.
- Achieved consistent success in meeting sales targets and key performance indicators, earning recognition for outstanding performance and valuable contributions to team success.
- Demonstrated proficiency in utilizing advanced tools for lead generation and prospect research, resulting in a notable improvement in conversion rates.

- Proactively identified opportunities for operational enhancement and product refinement, leveraging insights gained from sales efforts to drive continuous improvement initiatives. customer feedback and market trends.

### **Elevated Career Services**

#### **Technology Internship | 09/2020 - 09/2021**

- Proficient in configuring various network types including LAN, WLAN, and VPNs, demonstrating a strong understanding of technical systems and infrastructure.
- Provided technical assistance and support for computer systems, hardware, and software, showcasing the ability to troubleshoot and resolve technical issues efficiently.
- Conducted remote troubleshooting, highlighting the capacity to address challenges remotely and ensure continuous operational functionality.
- Demonstrated strong problem-solving skills and effective multitasking abilities, essential for analyzing complex problems and managing multiple tasks concurrently.
- Possess knowledge of security fundamentals, automation, and programmability, emphasizing a comprehensive understanding of security protocols and automated processes.
- Experienced with software tools such as Packet Tracer, Microsoft Remote Desktop, and Qwiklabs, indicating proficiency in utilizing technology to optimize processes and enhance productivity.

### **Blue Star LLC | Lexington, KY**

#### **Lineman Supervisor | 01/2019 - 03/2020**

- Led and managed a team at Blue Star, overseeing crew operations, directing meetings, and ensuring efficient use of resources to meet project timelines.
- Hands-on experience in repairing, replacing, and relocating both aerial and underground fiber optic infrastructure, demonstrating technical expertise in telecommunications.
- Proficient in splicing and installing fiber optic cable and communication systems, ensuring seamless connectivity and functionality.
- Utilized physical maps effectively to navigate and plan fiber optic network installations, showcasing strong spatial awareness and problem-solving skills.

### **Kelly Connect**

#### **Customer Success | 05/2017 - 05/2018**

- Ensured exceptional customer experience by addressing concerns with empathy and resolving issues promptly.
- Engaged with customers over the phone to understand their needs and preferences thoroughly.
- Resolved inquiries and complaints promptly and empathetically, maintaining a high level of customer satisfaction.
- Developed a reputation as a dependable and accurate service provider, contributing to overall customer satisfaction and loyalty.

### **Walt Disney World | Orlando, FL**

#### **Customer Success | 08/2016 - 01/2017**

*6 month program.*

- Implemented visual merchandising strategies to optimize product presentation, organizing store merchandise racks by size, style, and color for enhanced customer engagement.
- Acted as a frontline representative, addressing customer inquiries regarding store merchandise, department information, and pricing, demonstrating product knowledge and expertise.
- Utilized customer interaction opportunities to gather insights into customer needs and preferences, contributing to product development and enhancement initiatives.
- Resolved customer inquiries and complaints promptly and empathetically, leveraging strong communication and problem-solving skills to ensure customer satisfaction and loyalty.

### **Skills**

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Cross-Functional Collaboration, Market Research, Customer-Centric Mindset, Product Strategy Development, User Experience Focus

### **Education**

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#### **Woz U**

**Infrastructure Technology, Information Technology**