# DANIEL WILLY WAITZ

Executive & Operations Assistant
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## Professional Summary

Operations Support professional with 5+ years generating leads, managing CRM and spreadsheet data, and coordinating administrative and client-facing workflows for US-based teams across healthcare, real estate, dental, retail, and sales industries. Experienced supporting startups and small businesses remotely, from cold outreach and contact research to quality auditing and team coaching.

## Skills

**Lead Generation and Outreach:** LinkedIn Sales Navigator, Apollo.io, ZoomInfo, Snov.io, SalesQL, Hunter.io, Bouncer, Cold Calling, Email Outreach

**Customer Relationship Management (CRM) and Client Tools:** Salesforce, HubSpot, Zoho CRM, DoorLoop, TurboTenant, RingCentral, Avaya

**Operations and Productivity:** Google Workspace, Airtable, Notion, Webflow, Figma, Canva, CapCut, Adobe Premiere, Make, Zapier

**AI Tools:** Anthropic, Gemini, OpenAI, Perplexity, Runway, Nano Banana

**Core Competencies:** Operations Support, Data Research and Validation, Quality Assurance, and Onboarding

## Professional Experience

**Administrative Operations Assistant & Lead Generation Specialist**
Freenome
Oct 2021 – Jun 2026

- Generated 20,000+ contacts across multi-year outreach campaigns targeting hospitals, clinical trial personnel, and C-suite, VP, and director-level healthcare decision-makers.
- Built targeted lists of 500 or fewer qualified contacts across 80-100 companies per project, prioritizing precision-matched targets over broad-volume outreach, using ZoomInfo, Apollo.io, and other lead tools
- Sourced 12,000+ contacts for a company-wide sales team mass email outreach initiative
- Streamlined conference attendee and session data extraction into tracking spreadsheets, cutting turnaround from 1+ week to 1-2 days
- Cleaned, consolidated, and maintained CRM and spreadsheet records across concurrent projects, including company hierarchy mapping and contact research, using Salesforce and Google Workspace

**Executive & Operations Assistant**
BuiltByAlfred
May 2024 – Jul 2025

- Audited and compiled business profiles for US dental clinics, and organized records in Airtable
- Built and delivered 150 templated Webflow websites for dental clinics, inserting clinic branding, contact details, services, and media into a standardized template, completing sites for 50+ clients
- Adjusted CSS and UX/UI elements on templated Webflow builds to match individual clinic branding, client requests and improve page usability
- Coordinated multi-client website production using Notion, Airtable, and Google Workspace, drafting supporting content with Anthropic, and OpenAI

**Lead Generation Specialist | Administrative Operations Assistant | Property Management**
Gushwork
Jun 2023 – Feb 2024

- Delivered lead generation and LinkedIn outreach support across multiple concurrent clients, building and managing prospect lists with LinkedIn Sales Navigator and Apollo.io
- Provided property management support for real estate clients, handling tenant late-payment follow-up, lease drafting, unit availability inquiries, and tenant concern resolution using DoorLoop and TurboTenant
- Conducted outbound cold calling campaigns and drafted AI-assisted blog content to support client sales and marketing pipelines

**Executive & Operations Assistant**
Collective Apparel
Jan 2022 – Aug 2022

- Evaluated lead generation and outreach tools for a sustainable apparel resale business, and sourced potential partner brands
- Scraped product and pricing data from Etsy listings to support market and competitor research, managing contact records in Zoho CRM

**Sales Agent / Supervisor**
On Spot Sales
Feb 2021 – Sep 2021

- Managed a team of 12 sales agents, leading the team to hit $50k in sales per month, the team's best month hit $60k+ in sales
- Audited agent calls and CRM records to verify proper lead handling, follow-up, and nurturing across the pipeline
- Interviewed and onboarded new sales agent candidates, and coached the team on sales workflow, product knowledge, and performance
- Achieved $12k+ in individual sales in a single month, the top personal performance during tenure
- Supported prospective customers through the sales cycle, providing service information to drive conversions

**Quality Analyst | Subject Matter Expert | Customer Service Representative**
Sutherland
Nov 2019 – Jan 2021

- Promoted from Customer Service Representative to Subject Matter Expert to Quality Analyst within a 14-month span based on performance
- Handled 150+ inbound customer service calls per day, resolving customer concerns, billing, account, and product inquiries in a high-volume environment
- Resolved escalated calls, assist agent questions on product knowledge and workflow as Subject Matter Expert
- Audited 2-3 calls per agent across a 20+ person team, reviewing workflow adherence, proper handling, and resolution quality as Quality Analyst

## Education

Undergraduate Coursework, Aircraft Maintenance Technology
Asian College of Aeronautics