

# Max Rabuse

Dynamic Business Professional | Sales, Customer Success & Growth Strategist

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A versatile leader with 10+ years in B2B & B2C sales, SaaS adoption, account management, and customer success. Drives revenue for premium sports, venues, and cultural spaces. Skilled in new business acquisition and exceptional service to retain accounts. Seeking the next challenge in sales, business development, or account management for a top brand.

## EXPERIENCE

### Riggins Crabhouse

Dec 2023-Present, Lantana FL

Server

- Provide exceptional customer service in a high-volume environment while utilizing consultative sales techniques to upsell, build strong client relationships, and maximize revenue through personalized recommendations.

### BSE Global (Brooklyn Nets)

Jan 2022 - April 2023, Brooklyn NY

Account Executive, Membership Sales

- Connected enterprise clients with premium access to Brooklyn Nets' basketball games and driving membership sales.
- Provided white glove service to secure \$500K in subscription renewals in FY22.

### Expo, Inc.

June 2021 - Jan 2022 Remote

Business Development Representative

- Conducted outreach with prospective enterprise clients for a SaaS company that equips organizers with tech solutions that streamline event production.
- Utilized a consultative sales approach to enable clients to make informed decisions at each stage of the cycle.
- Facilitated meetings between qualified leads and product experts to demo the product and secure deals.

### Madison Square Garden Company

Nov 2019 - Aug 2020 New York NY

Group Sales Specialist

- Devised group packages and immersive experiences for clients' corporate & personal outings.
- Liaised closely with clients to tailor the packages to their individual needs as consumers. Wielded CRM systems (Microsoft Dynamics & Salesforce) to navigate leads through all facets of the customer journey.
- Upheld business continuity for sporting brands during the pandemic by working remotely to engage clients.

### New York Yankees

Feb 2018 - Nov 2019 Bronx NY

Sales Associate

- Managed a client book valued at \$500K of 400+ season ticket holders across personal & business accounts.
- Cultivated client relationships by routinely checking in and granting access to premium experiences.
- Generated \$450K+ in new sales via on-location meetings, leveraging relationships, outbound calls, and market research.

### Madison Square Garden Company

Nov 2016 - Feb 2018 New York NY

Sales Representative

- Generated \$300K in revenue across MSG's revered properties such as The New York Knicks, Rangers, and Liberty.
- Sustained familiar relationships with clients to gain referrals and obtain cross-sell opportunities.

## EDUCATION

### University of Miami

2014, Miami FL

BSc in Sports Administration (Minors: Business & Psychology)

## SKILLS

**Interpersonal:** Leadership | Community Building & Engagement | Remote Team Collaboration | Public Speaking | Client/Customer Service | Conflict Resolution | Partnership Development | Mentorship & Coaching

**Expertise:** Strategic Customer Success | B2B & B2C SaaS Sales | Project Management | Data-Driven Storytelling | Cloud-Based Solutions | Risk Management | Process Optimization | Business Development | Change Management

**Tools:** Salesforce | MS Dynamics | Google Workspace | Outreach | HubSpot