

Hannah Kowalski

Inbound Sales Development Representative

Inbound sales development representative with 18 months of lead qualification on demo requests, live chat and trial sign-ups for a restaurant point-of-sale software company. Responds to new leads within 5 minutes, converts 42% into booked demos, and brings 3 years of restaurant floor experience to discovery calls with owners.



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Denver, CO



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Experience

Inbound Sales Development Representative

05/2024 - Present

Front Range Point of Sale

Denver, CO

Point-of-sale and online ordering software for 5,000 independent restaurants.

- Qualify 350 inbound leads a month from demo forms, live chat and trial sign-ups using BANT qualification questions.
- Respond to new demo requests within **5 minutes**, raising lead-to-meeting conversion from 29% to 42%.
- Assign qualified restaurants to 7 account executives by territory and location count through HubSpot lead routing rules.
- Run 12 discovery calls a day and record notes in Salesforce, covering menu size, order volume and current system.

Shift Lead

03/2021 - 04/2024

Larimer Street Kitchen

Denver, CO

Full-service restaurant seating 180 guests in Lower Downtown.

- Ran front-of-house shifts for teams of 8, seating up to 260 guests on Friday and Saturday nights.
- Trained 12 new servers on the point-of-sale system, menu, table numbering and the opening checklist.
- Resolved guest complaints at the table with comps under \$25, keeping online review ratings at 4.6 stars.
- Covered host, server and bar shifts as needed, staying adaptable through 3 menu changes and a patio expansion.



Skills

Lead Qualification

HubSpot

Salesforce

Live Chat

BANT Qualification

Discovery Calls

Lead Routing

Point of Sale

Communication Skills

Adaptable



Education

Bachelor of Science

12/2023

University of
Colorado Denver
Denver, CO

Business
Administration