William Cottiss

Moving into Sales (SDR / BDR) · Raleigh-Durham

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SUMMARY

I connect people to what they need. Now I'm in a tech sales course on a full scholarship, earned with a 90th percentile test score. As an SDR, I want coaching, clear numbers and goals, fast feedback, and a strong team to grow with. I'm comfortable hearing no. I respect it, and I ask what's behind it.

EDUCATION & TRAINING

- Technology Sales Course, CourseCareers, in progress, finishing December 2026; full scholarship awarded for a 90th percentile score on the proctored Career Potential Test
- University of Vermont, coursework toward B.A., Philosophy and Film & Television Studies, 2015-2020 (121 credits)

PROFESSIONAL EXPERIENCE

Barista Trainer (from Nov 2026) · Senior Barista (Aug to Nov 2026)

Yonderlust Café & Outdoor Gear (Part-time) · Durham, NC · Aug 2026-Present

- Promoted from Senior Barista to Barista Trainer within three months for spotting and fixing friction in bar flow during service
- Building a shared system for drinks, food and bar flow, starting with the café's first drink recipe cards, so customers get the same experience from anyone on shift
- Trained both baristas hired since August; now earning buy-in from baristas with longer tenure to use the new system
- Serve 100 or more customers a shift at a café and outdoor gear shop

Design Engineer

Community Resilience Organizations (Contract, now a few hours a month) · Vermont · 2025-Present

- Sold a coalition of more than 10 Vermont organizations on a website to take its flood workbook beyond paper; wrote the contract, was paid to build it, and kept on a monthly retainer since
- Built resiliencetoolkit.org alone with AI-assisted tools; Vermont's Flood Ready site links to it, and the State made it the core resource for its Community Resilience Hub grant program
- Ran consultation calls with two community groups applying for hub grants; both were awarded
- Co-authored the workbook, written so a rural elder can follow it the night their basement floods; presented it to a room of about 30 and on a panel at the 18th Annual Vermont Energy & Climate Action Network conference

Finance & Admin Lead

Recovery Logistics (Contract) · North Carolina · 2026

- Reviewed the hours of all 50 support staff at a Duke Energy storm base camp one to one against supervisor records, correcting every error before they went home
- Kept trust through back-to-back conversations about pay with people met that week; when one worker disputed his hours, worked through his math with him side by side until it made sense to him
- Ran finance and admin alone through a 98-hour week, reimbursing food, supplies and gas home in cash from a $15,000 float, with the books clean at close

Case Manager / Care Coordinator

Central Vermont Council on Aging (the region's Area Agency on Aging) · Central Vermont · 2025

- Coordinated care for about 30 older adults from the middle of every case, between clients, families, outside agencies and our own staff, with 10 to 20 phone calls on a typical office day
- Got a legally blind client who lived alone to an eye appointment: explained her benefits, found a doctor in her plan, booked the visit and reminded her before it
- Wrote detailed notes in the agency's client database after every visit, starting in the car right after; a supervisor praised them for their detail
- Spotted from a client's mail and conversations that people she trusted were spending her money, and connected her with a state program to take over her finances

Co-Founder & Operator

Access Café · Montpelier, VT · 2023-2025

- Negotiated the rent on a flood-damaged Main Street storefront from $10,000 a month to less than half by proposing a month-to-month lease when the owner doubted a new café could pay
- Turned a referral from Abracadabra Coffee Roasters into a Main Street café with five co-owners, after running about eight coffee pop-ups
- Brought more than 30 vendors into a pay-what-you-can opening meal through visits, calls and emails
- Led the café's coffee program and kept Abracadabra, whose referral started the café, as its coffee partner; brought in a local potter for on-site ceramics and sourced retail goods through Faire

EARLIER EXPERIENCE

Hotel Valet (seasonal), Clay Brook Hotel at Sugarbush Resort, Warren, VT, 2023-2024
Server, Kismet, Montpelier, VT, 2023
Caterer (summers), Cloud 9 Caterers, Colchester, VT, 2022-2023 · weddings and corporate events
Server, May Day, Burlington, VT, 2022-2023
AmeriCorps Service & Field Crews (three seasons), Vermont Youth Conservation Corps, VT, 2020-2023 · canvassed families at food-share pickups
Assistant Manager, Daphne's Coffee Shop, Littleton, NC, 2021-2022 · supervised shifts and trained staff
Barista & Event Coordinator, Maglianero Café, Burlington, VT, 2017-2019

TOOLS

HubSpot · LinkedIn · Excel · Google Workspace · Outlook · Slack · Notion · Airtable · QuickBooks · Square · Canva · Claude (AI-assisted research)