

# JOHN DIXON

PATIENT ADVOCATE | PATIENT NAVIGATOR | CARE COORDINATOR | CARE EXPERIENCE

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## PROFESSIONAL SUMMARY

Relationship-focused professional with 20+ years of experience helping people navigate important decisions, solve complex problems, understand options, and build trust. Brings strengths in client advocacy, cross-functional coordination, training, conflict resolution, and community building. Transitioning into healthcare after surviving Hodgkin lymphoma and a bone marrow transplant, with a clear commitment to helping patients feel informed, supported, and respected.

## CORE SKILLS

Patient Communication	Relationship Building	Customer Service	Conflict Resolution	Training & Coaching
Problem Solving	Cross-Functional Coordination	Financing Discussions	Community Building	Team Collaboration

## PROFESSIONAL EXPERIENCE

### Malcolm Smith Motorsports - Service Advisor → Motorcycle Sales Consultant → Ducati Brand Liaison

Riverside, CA | 2022-Present

- Guided customers through service needs and premium motorcycle purchases, translating technical information into clear choices and next steps.
- Coordinated across sales, service, parts, finance, and leadership to resolve concerns and keep complex transactions moving.
- Built a Ducati owner community through group rides, track days, private events, and consistent relationship-based follow-up.
- Helped clients evaluate financing options and complete applications tied to major financial decisions; maintained California DMV vehicle salesperson licensing.

### Sunrun - Energy Consultant / CSLB Home Improvement Salesperson

Riverside, CA | 2020-2021

- Educated homeowners on solar solutions, long-term costs, financing options, and the steps involved in a multi-stage installation process.
- Built trust by listening to priorities, answering questions clearly, and remaining accountable from consultation through handoff.
- Held a California Contractors State License Board Home Improvement Salesperson registration.

### BJ's Restaurant & Brewhouse - Server / Employee Trainer

San Jose, CA | 2017-2020

- Delivered attentive, personalized service in a fast-paced environment while anticipating needs and resolving concerns calmly.
- Trained new servers on service standards, communication, workflow, teamwork, and guest recovery.

### P.F. Chang's - Server / Employee Trainer

San Jose, CA | 2015-2017

- Built guest trust through clear communication, accurate guidance, and consistent follow-through in a high-volume setting.
- Trained new team members and reinforced demanding service, safety, and quality standards.

## **JOHN DIXON | PROFESSIONAL EXPERIENCE**

### **Rizzuto Construction - Project Manager**

#### **Los Gatos, CA | 2010-2015**

- Managed client expectations, project schedules, crews, vendors, budgets, and quality across multiple active jobs.
- Tightened operating processes and completed 100% of projects on or under budget while meeting or beating deadlines.
- Resolved problems quickly, communicated changes clearly, and maintained accountability from planning through completion.

### **Specialty Sales - Sales & Acquisitions Consultant**

#### **Pleasanton, Benicia & San Carlos, CA | 2007-2010**

- Helped clients buy and sell classic, exotic, and high-performance vehicles through showroom, online, and event-based channels.
- Guided customers through financing discussions, applications, DMV documentation, valuation, and other high-value decisions.
- Maintained California DMV vehicle salesperson licensing and handled sensitive customer and transaction information.

### **Good Guys / CompUSA - Sales Associate → Lead Cashier → Front-End Trainer**

#### **Palo Alto, CA | 2005-2007**

- Became a top-performing sales associate in high-end electronics and was cross-trained across sales and cashier operations.
- Advanced to train new cashiers, manage front-end workflow, and help lead approximately 10 cashiers while supporting a 10-person sales team.
- Resolved customer issues, protected transaction accuracy, and coached employees through policy and service expectations.

### **Media Promotions Inc. - Sales Representative → Employee Trainer → Hiring Manager / Assistant Manager**

#### **San Jose, CA | 2002-2005**

- Promoted from sales into training, recruiting, hiring, coaching, and assistant management within a 60-person organization.
- Helped develop employees and lead one of the company's strongest-performing call-center offices.
- Built repeatable onboarding and performance practices while balancing employee support with business expectations.

## **EDUCATION & ADDITIONAL TRAINING**

**High School Diploma** | Some College - West Valley College, Saratoga, CA

**Central County Occupational Center**, San Jose, CA - Automotive Tune-Up & Electrical Diagnostics; Automotive Engines & Transmissions; Automotive Brakes & Alignment

References available upon request.