

JOHN H. SMITH

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MARKET SALES MANAGER

Proven Sales, Training & Leadership Excellence

Highly accomplished, top-performing market sales manager with more than 12 years of proven success in delivering top-ranking individual and team sales performance throughout market territories. Talented team builder successfully hires and develops talented managers and sales force through hands-on leadership, clearly defined goals, and consistent follow-up. Recognized companywide for excellence in building long-term partnerships throughout all client and corporate levels, and for creating simple and effective tools to streamline processes, drive best practices, and exceed all goals in service, sales, and profit.

Key Areas of Impact

- Market Sales Management
- Negotiation & Influencing
- Executive Presentations
- Business Turnaround
- Training/Employee Development
- Multichannel Sales
- Metrics Management
- Communication & Follow-up
- Financial Analysis & Planning
- Motivation & Coaching
- B2B Sales
- New Business Development

Technical Proficiencies include: MS PowerPoint, MS Excel, MS Access, MS Outlook, TIM Scheduling System, Aspect Communication Queue Monitoring System, E-Fax, Adobe 5.5 and 6.1

PROFESSIONAL EXPERIENCE

Bank Associates

2002-present

MARKET SALES MANAGER, MERCHANT SERVICES, Los Angeles, CA (2008-present)

Lead and manage the company's highest-performing team of 15-20 business-to-business (B2B) outside sales professionals in the sales of non-cash payment processing solutions to businesses with varying financial needs. Recruit, train, develop, motivate, and retain a talented team of high-performing sales and management professionals. Reviews financial plans and profit goals and establishes weekly metrics for success. Participates in sales meetings and delivers presentations as an executive-level representative, and provide one-on-one coaching to optimize individual performance.

- **Led a dramatic turnaround in performance and morale within this under-producing region.** Rebuilt damaged partnerships, hired and trained a strong team, and worked closely with departmental sales leaders to identify issues, solve problems, establish goals, and align productivity with corporate standards. Drove best practices in partner communications to regain trust and reestablish business opportunity.
- **Streamlined training processes** through the creation of quick reference guides to guide new-hire processes, credit efficiency, bank visits, prospecting and cold calling, pricing, and optimizing revenue.

Sales Awards & Accomplishments

- **Won Top Manager Award 3 out of 6 years**, based upon total annual revenue generated.
- **Bank Associates Top Gun Winner, and National West Coast Contest Winner, 2009**
- **Trending to achieve 120% of total revenue goal in 2012.**
- **Produced \$3,575,500 in total revenue in 2011, exceeding annual goal by 15%.**
- **Delivered \$750,580 in total revenue in 2010, exceeding annual goal by 25%, and ranked #1 in overall revenue production, and #1 in Payment Suite Production.**
- **Exceeded 2011 annual sales goal by 60%, achieving \$800,575 in total revenue.**
- **Awarded Vice President Title based upon outstanding sales results, 2011**