

# SALES DEVELOPMENT MANAGER

## Professional Overview

Ambitious sales manager who creates strategic alliances with organization leaders to effectively align with and support key business initiatives. Builds and retains high performance teams by hiring, developing and motivating skilled professionals establishing strategic and mutually beneficial partnerships and relationships between businesses.

## Skill Highlights

- Small business development
- Leadership/communication skills
- Product development
- Human resources staff development (Topgrading)
- Self-motivated
- Employee relations
- Leadership/communication skills
- Budgeting expertise

## Core Accomplishments

### Leadership Development: Topgrading

- Implemented well-received program of professional development courses for management to self-improve.
- Monitored and coached employees resulting in a 35% increase in sales productivity.

### Project Management

- Initiated 5 minute meeting communication tool which resulted in retention of vital information at all levels of service.

### Operations Management:

- Managed hiring functions.
- Handled all functions related to key performance indicators.

### Human Resources:

- Spearheaded new cross training program which increased retention.

## Professional Experience

### Sales Development Manager

11/1997 to Current

#### Company Name

City, State

Working closely with departments, increasingly in a consultancy role, assisting line managers to understand and implement policies and procedures;

Promoting equality and diversity as part of the culture of the organization;

Liaising with a wide range of people involved in policy areas such as staff performance and health and safety;

Developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing and selecting candidates;

Developing and implementing policies on issues such as working conditions, performance management, equal opportunities, disciplinary procedures and absence management;

Preparing staff handbooks;

Accountable for Operations Management including overall customer satisfaction.

Generated new business through teaming up with local neighborhood churches and charities.

Using Topgrading Interview practices to build the business from the ground up;

#### Manager

10/1996 to 10/2004

#### Company Name

City, State

Developed and implemented efficient accounting, financial and operational systems.

Created executive analysis reports highlighting business issues, potential risks and profit opportunities.

Led the modeling, planning and execution of all financial processes.

Recommended innovative alternatives to generate revenue and reduce unnecessary costs.