Tim Smith

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702-510-5569

Schedule Time: <https://calendly.com/tsmithlv>

**Dynamic Sales / Operations Leader in the fields of Franchise and SaaS**

Extensive experience in SaaS sales environment developing new business in direct and channel sales. High energy, customer driven, goal-oriented team player. 20+ years professional experience leading sales operations in retail organizations including startup franchises. 15+ years sales operational development including front and back best practices development and implementation. Highly organized with time management, multi-tasking, and business process improvement. Hired and trained more than 150 employees.

**PROFESSIONAL EXPERIENCE:**

**StatusCast (Uptimely Inc) October 2019 to March 2020**

A leading proactive notification status page SaaS provider

**Sales Manager • Sales Development Manager (Remote) – Las Vegas, NV**

* Exceed sales goals.
* Developed marketing campaigns with Zoho CRM and utilized Zoho Marketing Hub and Zoom.info for lead generation.
* Performed GoToMeeting demonstrations to new prospects which included customer qualification questions and delivering pricing quotes
* Successfully negotiated business proposals.
* Built sales channel relationship with Ingram Micro cloud marketplace.

**NS8 March 2018 to September 2019**  A leading global provider of Cyber security SaaS software

**Sales Director • Business Development Manager - Las Vegas, NV**

* Established annual sales quota of $500,000 attained 80% of year 1 quota. Exceeded KPI goals set.
* Developed and implemented sales process for Direct & Channel sales for startup SaaS Cyber Security eCommerce software.
* Developed sales channels for startup with focus on mid-market e-tailer’s.
* Developed marketing campaigns with Salesforce and utilized Outreach for lead generation.
* Performed Zoom PowerPoint demonstrations daily to new prospects which included customer API download and setup.
* Utilized Salesforce for all sales activity and pipeline management.
* Successfully negotiated business proposals.
* Promoted to SMB Director of Sales within first 6 months.
* Created product setup guidelines for sales directors.
* Created marketing program with Outreach to include email, calling templates and campaigns.
* Utilized Intercom to provide exceptional support and converting inbound leads.
* Developed qualifying questions for leads.

**Laptop Xchange – Device Pitstop August 2013 to March 2018**

A leading retail chain of buy sell trade of electronic devices

**Investor Owner Operator – Las Vegas, NV**

* Responsible for the operations, finances and sales of franchise store. Assisted in rebranding.
* Assumed location after majority investor sold company.
* Created trade name Device PitStop brand for NTY Franchise Company.
* Grew revenue 5x.
* Implemented eCommerce store.

**Laptop Xchange Franchising November 2003 to August 2013**

Retail franchise - buy sell trade and service of electronic devices

**Founder • COO • Director of Operations • Franchise Operations • Franchise Sales – Las Vegas, NV**

* Founded and developed Laptop Xchange brand. Franchise grew to 8 locations. Transitioned to an investment group in 2010. Assumed full time COO duties and stayed on with 15% investment.
* Grew concept to oversee an eight-store franchise system and achieved record sales for corporate store.
* Created and implemented new technology when Tablets and Smartphones entered into the ecosystem.
* Offered compassionate listening and rapid response support of customer service to franchisees.
* Implement multiple POS systems and operational workflows around limitations of POS.
* Hired and trained more than 150 employees

**EDUCATION:**

**University of Minnesota**, Duluth, MN  
Bachelor of Arts, Economics

**IFA Convention breakout sessions**

Coaching Skills and Franchise Customer service skills

**SKILLS:**

Sales Leader, Client Relations and Negotiations, Business Proposals development and planning, Sales Coaching, Problem resolution skills, Initiative to proactive learn on my own, Multisite Retail Operations management, Team building, training and development in a technology-based fields, Presentation Skills, Communication Skills

**Software:**   
Salesforce CRM, HubSpot CRM, Trello, Outreach.io, Hunter.io, Slack, HubSpot, Zoho CRM, StatusCast, NS8 Protect, Shopify, WooCommerce, Magento, PrestaShop, SimilarWeb, QuickBooks, FranConnect, Google G Suite, Microsoft Office – O365: Word, Excel, PowerPoint, Teams; DocuSign, Zoom, Intercom, GoToMeeting, Expensify, QuickBooks POS, ReSale Bay POS, TeamWork POS, RepairShopr POS, LinkedIn Sales Navigator, Lusha, EtailInSight, LeadIQ, Zoom.Info, Mac OS, Windows OS, Unbuntu OS, iPadOS, iOS, Android

***- REFERENCES AVAILABLE ON REQUEST-***