

ROBERT SMITH

Senior Director Of Business Development

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SUMMARY

9 years of experience as a Director Of Business Development. A new business development professional with proven success finding then developing strong customer relationships on the local, regional and national levels. Experienced in managing demographically diverse sales, service and operational teams both union and salaried.

SKILLS

CRM, Microsoft Office, Business Development, Business Intelligence, Big Data Analysis, Research, Strategic Planning, Negotiation, and Budget Management.

WORK EXPERIENCE

Senior Director Of Business Development

ABC Corporation - September 2008 – September 2016

- Service operations de Normandie was a 113-year-old linen supplier located in Chicago, il.
- Denormandie served primarily hospitality clients and until its last day served many of americas top-rated restaurants with table linen, toweling and chef apparel.
- Charged with the securing of new business and the retention of existing clientele.
- Direct reports included; a team of sales professionals, service representatives and unionized route and administrative personnel.
- Managed the sales, service, delivery, fleet, and accounts receivable departments.
- Developed new training and metrics which were essential in the reversal of declining sales volume through a challenging economic climate.
- Lowered payroll by 460k annually while increasing every direct reports earnings by at least 15%.

Director, National Accounts

ABC Corporation - May 2007 – August 2008

- Audatex is a worldwide service provider of software and data services to the insurance property and casualty claims market.
- Recruited to reverse client defections in the 2nd tier (small to midsize carriers) and aggressively increase market share through new business sales.
- Provided client feedback and worked diligently with audatexs field service team and within six months identified areas of weaknesses.
- Develop strategies to address them and delivered solutions which stabilized service levels halting further client defections.
- Due to legacy union financial obligations, the organization chose to sell the client contracts and cease operations.
- Through a very difficult transitional period retained 87% of all clients for the acquiring company.

- Signed groups largest new client (safe auto), who after full implementation became an audax "top ten" North American customer.

SCHOLASTICS

- Bachelor Of Arts in Political Science - (Eastern Illinois University)B.A. in Sociology/Nursing - (The State University Of New York At Albany - New York, NY)A.A.S. in Nursing - (Bronx Community College - Bronx, NY)