

# ROBERT SMITH

## Regional VP, Territory Manager

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### SUMMARY

High Energy Territory Manager/Field Trainer skilled at generating recurring revenue streams by developing new business and increasing volumes through Account penetration with existing Customers. Possess proven selling skills as demonstrated by consistently being recognized as a Top Performer each of the past 5 years. To obtain a customer service position that utilizes my knowledge and skills in issue solving, sales and customer service.

### CORE COMPETENCIES

Sales Planning, Problem Solving, Lean/Six Sigma, Marketing, Training & Development, Territory Management, Microsoft Office, Cold Calling

### PROFESSIONAL EXPERIENCE

#### Regional VP, Territory Manager

**ABC Corporation - October 2015 – Present**

##### Key Deliverables:

- Ensuring that employees within the assigned territory are in compliance with all shop operational guidelines including organizational standards, product management, safety and loss prevention.
- Maintaining a plan of action for fast, friendly customer service. Resolves customer complaints as needed.
- Supporting Shop Managers, Assistant Managers, and Sales Associates, as needed.
- Communicating various goals to the shop management team including sales and shop expenses, and coaching accordingly for the attainment of weekly, monthly, and annual goals.
- Allocating budgeted hours and continuously monitoring results.
- Preparing shop schedules to appropriate levels and within legal guidelines.
- Providing guidance on scheduling/staffing in certain situations.

#### Sales Territory Manager

**ABC Corporation - October 2013 – October 2015**

##### Key Deliverables:

- Understood the needs, challenges, requirements of the distributor customer.
- Offered solutions that delivered best in class service and support.
- Tactfully progressed to the next steps in training and customer engagement.
- Cultivated relationships by building a database in Microsoft Dynamics CRM and offering meaningful follow-up.
- Utilized company assets, deliver benefit focused brand, application, and product training.

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- Coordinated and delivered market training that advances brand, application and product knowledge and wow the customer.
- Worked to find opportunities to continually advance brand and product knowledge with the sales and dealer base.

### EDUCATION

Bachelor Of Business Administration in Management - 2007(GEORGIA SOUTHERN UNIVERSITY - Statesboro, GA)Bachelor Of Business Administration in Management - (LAGRANGE COLLEGE - LaGrange, GA)

