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**O'Donovan T. Kajese**

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| Objective | A dedicated self-starter whose years of experience in business development, Sales Management and Training experience will add tremendous value to your operations. | |
| Education | 09-2003 to 06-2007: California State University San Bernardino, CA  **B.A Geography: Spatial and Technical Analysis**   * Certificate in Urban Planning * Certificate in Geographic Information Systems   09-1999 to 06-2002: Citrus College Glendora, CA  A.A Business Management | |
| Work experience | 02-2015-Present : Econo Air Brea, CA  **Sales Advisor**   * Performing scheduled maintenance on residential Heating and Air Conditioning Systems. * Responsible for selling and installing recommended parts on HVAC systems. * Selling Duct repair and replacement packages. * Selling new HVAC systems. * Up-selling new and existing customers on annual service plans for Heating, Solar, Plumbing and Air Conditioning services. * Customer service and customer complaint resolution. * Qualifying Customers for home purchases via the HERO program.   06-2013 to 02-2015: Security Alarm Now Aliso Viejo, CA  **Security Sales/Technician Trainer**   * installing ADT home and business alarm systems. * Conducting final interviews in the new hire process. * Conducting continuing education seminars for new and existing technicians and sales staff. * Day to day management of installation teams in Southern California, Denver, Philadelphia and Seattle markets. * Conducting new hire training classes for sales staff and providing on-site training for technicians. * Responsible for management of the Performance Improvement Plans, a disciplinary measure for sales advisors and technicians whose performance fell below company mandated minimum metrics. * Tasked with handling acute service calls at locations where technicians were having repeated difficulty resolving issues with alarms.   05-2011 to 06- 2013: Defender Direct Orange, CA  **Senior Security Sales Adviser**   * installing ADT home and business alarm systems. * Maintained a $700 sales average, more than double the company minimum which was pegged at $300. * Training new employees with a primary focus on increasing in-home upsells. * Responsible for customer retention. Assisted branch offices with three day cancelation rates greater than 15% implement solutions to conform with company standards. * participated in and designed several campaigns target at new client acquisition. * Responsible for inspecting, processing and approving contracts between the consumer and ADT. * Consistently ranked in the top 10% of sales staff from a pool of 1,100 sales advisers nationwide. * Door to Door sales and lead generation. * Cold Calling potential customers.   09-2005 to 09-2010: United Development Services Ontario, CA  **Business Development Coordinator, Real Estate**  **Achievements Business Sales Coordinator;**   * Directed overall marketing and strategic planning programs, and corporate communications. * Increased the company’s client base through sale of GIS Services, Engineering Services, Due Diligence services and wide array of project management Services. * Facilitate client development through marketing and client services programs. * Designed and maintained company website. * Planned and administered Marketing Operations budget. * Supervised RFP protocol process including soliciting RFPs from desirable prospective clients and writing proposals for new business; participated in planning and presentation sessions, when assigned. * Developed and administered marketing database which includes client and prospect information, mailing list applications, access to financial reports, etc. * Cold calling potential clients to solicit new business. * Assembled and lead presentations teams based on the various services being sold to clients. * Generated project sales ranging from $5000 for mapping services to $195 000 for entire project management services. * Generated Average sales of $45 000 per project. * Expanded geographical market by securing projects in Indiana and Texas in addition to the existing projects in California and Arizona. | |
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