

## BUSINESS DEVELOPMENT MANAGER

### Professional Profile

Highly qualified, detail-oriented and hardworking Manager with more than 15 years of experience. Proficient in research, writing, case management and client relations. Expert computing and technology skills including competence in multiple software applications.

### Qualifications

- Inventory Management
- Leadership Development
- Risk Management
- Staff Development
- Project Management
- Managing Employees
- Marketing
- Team Building
- Budgeting
- Financial Management

### Accomplishments

- Increased revenue by 40%
- Cut operating expenses by 20% year over year.
- Multiple awards for performance.
- Developed and implemented client service program, which expanded small-to-medium client base 35%
- Developed new quality standards for better quality performance and reliability.
- Improve support service level by 20%
- Improved customer service satisfaction 3% annually through supply chain management initiatives, inventory control and flexible manufacturing practices.

### Experience

Business Development Manager Jan 2015 to Current

Company Name - City , State

- Prospect for potential new clients and turn this into increased business.
- Cold call as appropriate within your market or geographic area to ensure a robust pipeline of opportunities.
- Meet potential clients by growing, maintaining, and leveraging your network.
- Identify potential clients, and the decision makers within the client organization.
- Research and build relationships with new clients.
- Set up meetings between client decision makers and company's practice leaders/Principals.
- Plan approaches and pitches.
- Work with team to develop proposals that speaks to the client's needs, concerns, and objectives.
- Participate in pricing the solution/service.
- Handle objections by clarifying, emphasizing agreements, and working through differences to a positive conclusion.
- Use a variety of styles to persuade or negotiate appropriately.
- Present an image that mirrors that of the client. Client Retention
- Present new products and services and enhance existing relationships.
- Work with technical staff and other internal colleagues to meet customer needs.
- Arrange and participate in internal and external client debriefs.

Athletic Coordinator May 2006 to Dec 2014

Company Name - City , State

- Responsible for marketing, planning, organizing, implementing, and scheduling special recreation activities and events
- Handle the tasks of hiring staff and coordinating volunteers in conducting recreation activities

- Perform responsibilities of preparing attendance and program evaluation reports for all recreation programs on a monthly basis
- Perform responsibilities of organizing and implementing recreation programs like social functions, arts and crafts, and physical fitness
- Responsible for supervising athletic leagues and tournaments, maintaining records, registering program participants, collecting fees and providing various instructional programs
- Handle the tasks of updating the positive and negative information regarding recreational programs to the supervisor

Patient Relations Supervisor May 1999 to May 2006

Company Name - City , State

- Coordinate communication between patients, family members, medical staff, administrative staff, or regulatory agencies.
- Interview patients or their representatives to identify problems relating to care.
- Maintain knowledge of community services and resources available to patients.
- Refer patients to appropriate health care services or resources.
- Investigate and direct patient inquiries or complaints to appropriate medical staff members and follow up to ensure satisfactory resolution.
- Collect and report data on topics such as patient encounters and inter-institutional problems, making recommendations for change when appropriate.
- Identify and share research, recommendations, or other information regarding legal liabilities, risk management, or quality of care.
- Analyze patients' abilities to pay to determine charges on a sliding scale.
- Teach patients to use home health care equipment

Education

Masters of Public Administration , Budget and Public Finance 2004-12-18 Texas Tech University

Lubbock - City , State , US

- Courses taken: Program Evaluation and Quantitative Analysis, Advance Quantitative Methods in Public Policy & Administration, Public Policy Theory and Process, Public Personnel Administration, Public Organization Theory, Health Care Policy, Public Financial Management, Health Organization Management I & II, Budgeting and Research Methods, Financial and Managerial Accounting, Foundations of Finance, Operations Management

B.A. , General Studies, Business Management 2001-12-15 Texas Tech University Lubbock - City , State , US

- Courses taken: International Financial Management, Fixed Income Securities and Credit Analysis, Financial Statement Analysis, Money and Banking, Investment Fundamentals and Security Analysis

High School Diploma 1994-05-15 Denison High School - City , State , US

- Graduated in the top 10% of the class

Affiliations

American Society for Public Administration

American Public Health Association

Young American Leaders Association

Certifications

CPR

ACE

TAAF Sports Management School

Skills

Leadership Development

Project Management

Budgeting

Employee Management

Operations Management

Business Management