

Robin Edward Irving

125 45th Ave #110
Lachine, Quebec
H8T 2L8
514-637-2553 (Home)
514-869-6087 (Cell)
robinirving@sympatico.ca

Work History:

June 2012 – Present ICAM Technologies Inc – Account Executive

Responsible for driving new business in the Mastercam product line. Sales to complete account management duties for Small business to large corporate accounts located globally. Have grown the line to \$300k annually.

March 2012- June 2012 IQOR – Contract for Bell Mobility – Jr. Agent – Collections

Completed 3-week training program in a 100% French environment. Currently working as a junior collections agent in a busy call centre. Responsible for handling 20-60 inbound calls each day. Responsible for maintaining high standards of excellence on each call. Service clients in English and French.

Sept 2011- Dec 2011 Weblocal.ca , a Transcontinental Media Company – Sales Representative

Worked in a busy outbound call centre. Completed 100 outbound cold calls each day. Offered our business directory and SEO (search engine optimization) products to small businesses across Canada.

April 2010-June 2011 PCMall – Mall on Nasdaq Exchange – Senior Account Executive

Responsible for creating and developing a new book of accounts from zero. Made or exceeded company's key performance indicator numbers of 100 outbound calls daily and 3 hours of client talk time. Grew business from zero to more than \$1M annually and more than 50 buying accounts within company standards of small-medium businesses defined as having 50-2,500 employees. Sold over the telephone and via WebEx and email to IT professionals and C-level executives located in the USA. Managed complete client relationship from cold-call introduction, to account creation, sales, post-sales service through to credit management. Sold a complete range of computer products including desktop computers, notebooks, servers, network attached storage, storage area networks, productivity software and server software products as well as peripheral products such as printers, scanners, hand-held devices and a range of parts such as cables, hard drives, batteries, memory, cases and spare parts for service. Sold major brands including Dell, Apple, IBM, Hp, Lenovo, Samsung, Fujitsu, Microsoft, Symantec, VMware, McAfee, Adobe, Computer Associates, Trend Micro, Cisco, Netgear, Linksys, Belkin, APC and others.

Completed company training program in sales techniques, product knowledge and systems. Successfully completed Microsoft sales certification. Also completed VMware sales certification and Hp Networking Course.

Sept 2000-Oct 2009 Insight Direct Canada - NSIT on Nasdaq Exchange - Account Executive

Responsible for developing a portfolio of high-quality business accounts within small-medium business guidelines as defined as being 50-2,500 employees. Managed book of over 100 SMB accounts. Managed entire relationship from introduction cold-call to account creation, sales, post-sales service, ongoing account management, credit management, growth within account in purchasing depth and breadth. Discovered, created and maintained client relationships. Grew business from zero to \$3M annual average. Sold products and services over telephone, via email and website. Sold complete range of IT products for business including desktop computers, notebooks, tablets, hand-held devices, servers, storage devices, network attached storage, storage area networks, peripherals, printers, scanners, spare parts, memory, batteries, cables, software and backup power. Sold major brands including IBM, Hp, Lenovo, Cisco, APC, Apple, Microsoft, VMware, Symantec, McAfee, Trend Micro, Adobe, Netgear, Linksys, Belkin, Kingston and others. Achieved sales certification from platinum partner IBM for their desktop, notebook, workstation and server products, Completed sales certificate training for Hp server products. Completed Lenovo product training. Successfully certified on Microsoft sales training for licensing programs. Successfully completed Cisco Sales CSC certification. Certified to sell VMware, Symantec, APC and others. Demonstrated flexibility and adaptability in a fast-paced environment. Worked through two company-wide SAP conversions. Trained successfully on SAP system sales module. Selected to complete company leadership program in preparation for management or leadership role. Completed IBM sales training course in-house in 2005. Successfully completed Thomas A. Freese's Question-based selling course in 2007. Completed Insight World-Class sales training in 2008. Won several sales awards including top IBM sales revenue, top Lenovo sales revenue, top Cisco sales and top SONY sales revenue. Closed several large contracts including Microsoft Select Agreements and Open Value Agreements. Also, sold mixed platform solutions and large service contracts such as integration and on-site installation for network and storage projects. Largest contract closed for Microsoft was \$300k. Largest hardware and service contract sold for \$250k.

Aug 1998 – July 2000 APV Canada Inc – Credit and Collections clerk

Managed accounts receivable for 1,000 accounts across Canada, including Quebec for a large food and material processing equipment manufacturer. Conducted collections in French and English. Responsible for the collection of accounts ranging from small businesses to large, corporate accounts. Managed a portfolio of \$5M in receivables. Decreased the total amount outstanding to less than \$3M. Decreased average days outstanding to less than 45 days. Worked through SAP conversion. Trained on Accounts Receivable module.

May 1997-July1998 The Donato Group – Credit and Collections clerk

Collected accounts for 120 franchised locations of Mrs.Vanellis Restaurants and Made in Japan locations. Collected franchise fees and related fees from franchisees across Canada. Prepared monthly and weekly sales reports for management. Also, performed complete Accounts Receivable functions including invoicing, payment processing and account reconciliation.

Sept 1991- Aug1994 Music World - Retail Store Manager

Managed music store with \$1M annual sales. Supervised staff of six people. Responsible for merchandising, inventory management, hiring, supervision of staff and sales growth.

Education:

June 1997 CGA; Certified General Accountants. Completed 3rd level of 5-level program

April 1990 Diploma, Business Administration, 3 year program, Mohawk College, Hamilton

References: Available upon request