

Victor Swain

hugoswain0830@gmail.com

+1 720 245 8196

BA Philosophy

Arkansas State University

With almost two decades of dynamic sales experience, including 15 years in sales/lead management, I bring a proven track record of success in both B2B SaaS and B2C sales environments. Specializing in cancel save strategies and comprehensive training programs, I have consistently driven revenue growth and exceeded targets. Proven reduction in customer churn through a successful cancel save program and leading a team to achieve sales targets. As a strategic thinker, I excel in identifying market trends and capitalizing on opportunities for sustainable business growth. Committed to fostering a collaborative and results-oriented culture, I am eager to leverage my extensive experience to drive sales excellence and contribute to the success of forward-thinking organizations.

Work Experience

Contact Center Manager/Quality Control

Ferguson – SafeStep Canada Division - Remote

January 2020 to Present

- Advanced knowledge in North American and Canadian Geography/Routes
- Quality control and logistics management for outside sales force (Lead management and Distr.).
- Manage and train inside sales team to ensure higher close rate on appointments set.
- Managing customer expectations
- Team collaboration with internal external teams including research, process development, and sales.
- Frequently update the marketing team based on geographical need for sales leads.
- Develop methods of improvement for the lead quality control team (lead confirmers & logistics).
- Assist in identifying opportunities for revenue growth,
- Collaboration with multiple department managers for process improvements.
- Forecasting, tracking, and achieving sales goals.
- Lead distribution.
- CRM Management.
- System administration for all new and existing inside and outside sales agents.
- Provides up-training as needed.
- Maintain professional and interpersonal relationships with all stakeholders.
- Assist in preventing sales rep and customer attrition.
- Liaison between inside sales, outside sales, and other senior management
- Monitor and report issues, demo, and close rates, and look for ways to improve.
- Weekly meetings on outside sales team performance and recruiting needs with the National Sales Director.
- Performed weekly meetings to go over goals.
- Ensure consistent revenue growth for Safe Step Canada through proven sales processes.
- Sales

Contact Center Manager

Renew Home Innovations

2020-2020

- Managed small team of 3 sales agents.
- Inbound/Outbound sales
- Scripting/Pitch for contact center.
- Quality Control and logistics management of appointments for outside sales team.
- Lead distribution
- Lead Analysis
- CRM Management.

Sales Representative (B2B)

HomeAdvisor

2019-2020

- Prospected service providers for business-to-business sales.
- Identity trouble areas for service providers businesses and ways in which HomeAdvisor would best benefit their business and business challenges
- Sale of HomeAdvisors software.
- Trained service providers on best tip and tricks to make HomeAdvisor work for their business.
- Retention (account management) of service providers for fifty-six days past initial purchase date.
- Assistance in team morale for the best sales environment.

Quality Control/Logistics Manager

Precision Windows and Siding

2018-2019

- Improved lead confirmation process at both the Denver and Dallas offices.
- Developed and trained Dallas office contact center and dispatch team on calendar management.
- Improved lead flow, quantity and quality through time, calendar, and lead disposition management.
- Developed an improved pay plan that both worked for the company and team members.
- Increased productivity through solid teamwork and time management
- Lead distribution in 15 states based on sales performance and travel schedule.
- Technology training for outside sales and inside sales teams on our sales app, contact center software and LeadPerfection.
- Up-train team members on proper lead reporting tactics and their purpose.

Inside Sales Manager (Quality Control)

AITHR Inc. - Denver, CO

2013 - 2018

- Managed a team of 6 quality control agents.
- Managed inside sales agents.
- Technology training for outside sales and inside sales teams on our sales app, contact center software and LeadPerfection.
- Weekly meeting on outside sales team performance and processes with the National Sales Director.
- Performed weekly meetings to go over goals.
- Developed standard operating procedures (SOP's) for the department.
- Tracked goals daily.

- Helped increase our sales revenue from 1 million to 1.5 million in the first two years.
- Quality control – made sure all leads confirmed by me and team members were top quality to increase the chances of the sale.
- Lead distribution in 48 states based on sales performance and travel schedule.
- Manage all logistics and travel for a sales team of 150 people.
- Up-sold products to allow the sales team opportunity to present multiple products while in the home.
- Developed and maintained department-wide pay plans and bonus structures.
- One on one up-training for individual and department-wide improvements.
- Streamline and improved workflow of the entire dept. in my first 6 months, allowing us to increase department size as well as number of leads going out of the door daily.

Education

BA in Philosophy

Arkansas State University - 2012

Software Engineer Bootcamp

Denver University - currently attending.

Skills

- Discord
- Slack
- Five
9 (Administrator, Supervisor, and Agent)
- RingCentral
- Google Office Suite.
- Zoom
- Microsoft Office Suite
- 15+ Management experience