

BRYAN JODON | Akron, OH | bryan@bryanjodon.com | [linkedin.com/in/bryan-jodon](https://www.linkedin.com/in/bryan-jodon)

PROFESSIONAL SUMMARY

Results-driven sales leader with over 18 years of progressive experience in inbound sales, team leadership, and operational strategy. Proven ability to lead high-performing sales teams, streamline workflows, and drive multimillion-dollar revenue growth. Recognized for building winning sales cultures, developing future leaders, and delivering exceptional customer experiences. U.S. Army veteran with decorated leadership under pressure.

PROFESSIONAL EXPERIENCE

Charter Communications (FORMERLY Time Warner Cable) | Akron, Ohio
Inbound Sales Manager | Inbound Sales Supervisor | Inbound Sales Agent
April 2007 – April 2025

Inbound Sales Manager
May 2022 – April 2025

- Directed a high-performing team of Residential Connectivity Sales Supervisors, driving performance improvements and closing critical skill gaps.
- Led initiatives to enhance customer satisfaction during sales transactions, achieving consistent top-tier NPS scores.
- Oversaw payroll and commission accuracy, ensuring compliance with company policy and timely payouts.
- Implemented project management strategies to juggle multiple priorities in a high-volume, deadline-driven environment.
- Applied in-depth knowledge of Charter's competitive positioning to sharpen sales strategies and outperform benchmarks.

Inbound Sales Supervisor
September 2017 – May 2022

- Coached and developed a team of inbound sales agents, resulting in 20% YoY revenue improvement across multiple KPIs.
- Cultivated a positive and accountable sales culture through structured team meetings and personalized coaching plans.
- Collaborated with marketing to roll out and evaluate campaigns, delivering key feedback for optimization.
- Managed recruitment, training, and performance reviews for front-line agents, reducing turnover by 15%.
- Bridged communication across departments to align business goals and customer service standards.

Inbound Sales Agent (Time Warner Cable)

April 2007 – September 2017

- Consistently exceeded monthly sales targets through solution-focused selling and exceptional product knowledge.
- Promoted bundled services and campaigns, driving cross-sell rates and improving customer retention.
- Maintained strong adherence to performance metrics including call handling, conversion rate, and after-call resolution.
- Provided seamless customer experience across sales, billing, and service inquiries using CRM and order systems.

EDUCATION

Ohio University | College of Business | Athens, Ohio | December 2025

Bachelor of Science | Major in Business Studies | Minor in Marketing

GPA: 3.5

MILITARY SERVICE & HONORS

U.S. Army – Active Duty (1995 – 1998)

- 2x Army Commendation Medals for exemplary service and leadership
- 3x Army Achievement Medals for outstanding performance and dedication
- Armed Forces Service Medal for participation in designated U.S. Military Operations (1997)
- Army Expeditionary Medal for deployment in support of military operations overseas (1997)