

**Timothy J. Buck**

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**Summary** Energetic sales and marketing professional with a strong track record of exceeding sales goals and over two and half years of staff management experience.

**Education** **Kutztown University of Pennsylvania** **Kutztown, PA**  
Bachelor of Science in Business Administration December 1999  
Concentration: Business Management & Marketing

**Relevant Experience**

August 2009- **Dun and Bradstreet** **Center Valley, Pa**  
Present New Business Intern and MDP specialist

- Worked e-leads that have registered on D&B's website and attempted a need's assessment and up sell them into one of D&B's marketing solutions.
- Contacted Universities to educate them on D&B's Hoover's and First Research solution and attempt to sell them the solution to add to their database
- Consistently out performed D&B's expectations in lead generation and talk time with potential customers
- Consistently contacted 1,200 assigned monthly discount plan customers in the attempt to upsell them into credit contracts
- Have been at or near target consistently since start of MDP position in January 2010

July 2002 - **American Dental Services** **E. Norriton, PA**  
January 2009 *Treatment Plan Coordinator & Office Manager- E. Norriton Office (April 2006 to January 2009)*

- Successfully achieve 120% of personal sales goal per month on average since office opened.
- Consult with patients to assist them in understanding their insurance and financial obligations prior to having any services rendered.
- Responsible for calculating the estimated expenses after initial patient consultation with doctor and attempting to secure financing for the patients in order to have the proposed services rendered.
- Manage the daily activities of the Receptionist, Dental Hygienist and Doctor Assistant.
- Responsible for meeting and greeting incoming patients and establishing a professional relationship to make them feel comfortable and increase customer satisfaction.
- Coordinate and conduct bi-weekly staff meetings to generate strategies to attract new clients to the practice and to improve the customer experience for existing clients.
- Manage Accounts Receivables. Similar responsibilities as listed below.

*Treatment Plan Coordinator & Acting Office Manager – Wyomissing Office (July 2004 to March 2006)*

- Consistently achieved monthly revenue target set by owner. Received commission of 5-10% of revenue over target.

*Accounts Receivables - Wyomissing Office (July 2002 to June 2004)*

- Contacted past due accounts in order to collect outstanding balances and arranged payment plans for accounts 90-days past due.
- Verified that all services provided were entered into system correctly and sent to the correct insurance companies.
- Reviewed all incoming and outgoing insurance claims to verify completeness and to correct or add any incorrect or missing information prior to sending the claims out for processing.

January 2002 - **Sovereign Bank** **Reading, PA**  
June 2002 *Collections Specialist*

- Completed collection calls for two hundred rolling accounts per month that were between one and five months past due. Consistently achieved monthly collection goal of bringing 50% of the accounts within terms.
- Handled incoming calls from customers who either had a question about their account or were electing to make payment via phone.

**Professional Development**

Selling and Financing Treatment Plans, Lumineers Introductory Smile Clinic – Capital One Seminar (July 2006)  
Accounts Receivable Collections - Ask-Doug Seminars, Inc. (June 2004)

**Technical Skills**

Proficient with Microsoft Office Suite software-Excel, Word, and Power point as well as Microsoft Outlook