

# Zachary R. Harvey

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Jonesborrow, AR 72401  
(870) 351-7942  
Harveyzr@gmail.com

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## SKILLS AND QUALIFICATIONS

A dedicated and experienced professional with strong verbal, written, and presentation skills. Ability to work in a team environment while building a good rapport with colleagues, while learning new concepts quickly and working well under pressure, prioritizing and remaining focused on the essence of an issue, and attention to detail. Proficient in Microsoft Office programs including Word, Outlook, Excel, PowerPoint, and Access. Knowledgeable in QuickBooks and Peachtree.

## EDUCATION

*Bachelor of Science in Zoology - Miami University, Oxford Ohio*  
Major: Zoology  
Minor: Neuroscience.  
August 2009

## WORK EXPERIENCE

**Transportation Distribution Services (TDS)** – (Little Rock, AR)- 4/22/2016 Current

- Logistics Freight Broker
  - Cold calling to build up a book of business.
  - Maintaining a good rapport with customers.
  - Bargaining with carriers to get the highest margins.
  - Dialing 50 dials with a 2 hour talk time on a daily basis.
  - Constantly Prospecting.
  - Constantly streamlining the process and sharing it with others.

**Patient Point** – (Little Rock., AR) – 01/15/2016-5/01/2016

- Healthcare Media Specialist
  - Cold calling to set presentations with medical and non-medical providers.
  - Work with marketing directors of hospitals.
  - Meet daily metrics and monthly goals.
  - Closing Hospitals on time.
  - Constantly Prospecting.
  - Utilizing Salesforce and enriching the database.
  - Held regular training sessions.

**Falcon Express** – (Searcy, AR)- 10/17/15

- Operations Manager
  - Managed the office while teaching employees the logistic and broker business.
  - Cold calling regularly to train others and build the business.
  - Implemented a daily, monthly, and yearly key performance indicators (KPI).
  - Teaching and implementing the sales cycle.
  - Collected money from past due invoices.
  - Actively held weekly meetings to train.
  - Consistently read sales books to perfect the sales cycle.

**Total Quality Logistics** – (Cincinnati, OH)- 01/19/15- 10/7/115

- Logistics Broker (LAE)
  - First 6 months I was a broker assistance.
  - Top 3 in the company as Logistics Account Executive Trainee to cover more than twenty loads with the highest margin.
  - Top three in the company during my first week of official broker status.
  - Prospected daily and cooled call to obtain customers.
  - Maintained great rapport to penetrate more business with current customers.
  - Actively participating in weekly meetings and cold calling blitzes after hours to sharpen skills.
  - Consistently read sales books and perfecting the sales cycle.

**LexisNexis** – (Dayton, OH)- 05/06/13- 10/31/14

- Print Specialist
  - Promoted to Print Specialist May 2014.
  - Identified new clients through networking.
  - Consistently communicating with Territory Managers in 10 different states to set qualified appointments.
  - Developed strategies for prospecting and growing region.
  - Completed phase 4 training in October 2013.
  - Actively participating in weekly meetings with Regional Territory Managers and Territory Managers.

**AT&T** – (Cincinnati, OH)- 07/14/2010-05/06/13

- Worked as a Retail Sales Consultant (RSC)
  - Consult potential customers regarding equipment needs and advise customers on types of equipment.
  - Received Customer Service Excellence Award for 7 months of 100% customer satisfaction.
  - Member of “Leaders In Training” (LIT), a small group of individuals that meet with the area manager once a week to discuss managing and leading tactics.
  - Resolve customer complaints regarding sales and service.
  - Small business certified.
  - Lead the area in MPP sells for the 2012 sales year.

**CAMPUS  
ACTIVITIES**

Group Membership: ACACIA Fraternity (Rush Chair, Alumni Chair), Gifted & Talented Musicians.

## *Letters of Recommendation*

*Rethink Possible*



Jonathon Gohmann  
937-681-0900  
jonathon.gohmann@att.net

To whom it may concern,

I am writing on behalf of Zach Harvey regarding the position at your company. I have known Zach in both a personal and professional environment. During that time, I have gotten to know Zach quite well and can thoroughly vouch for his character and abilities.

Zach is a pleasure to work with because his pleasant and positive attitude can make nearly any work seem fun and interesting. Zach was always at work before his shift, ready to tackle everything that was thrown at him during that day.

Zach is someone that will work hard and do the task that is assigned with little direction. Zach was in charge of a personal sales goal each month and took pride in trying to exceed expectations month in and month out.

Zach is willing to listen to constructive feedback and use it as a positive to get better. Zach is never afraid to ask for help as well as provide help when it is needed.

With his relentless motivation and pride in his work, Zach would be an excellent fit for your organization. If you have any questions, feel free to contact me with the information above.

Best,  
Jonathon Gohmann  
*Jonathon Gohmann*



Autumn J. Manley, J.D.  
Medical Malpractice Specialist  
**LEXISNEXIS**

#### LETTER OF RECOMMENDATION

On behalf of:

Zachary Harvey

Sales Development Representative

**LEXISNEXIS**

To Whom It May Concern:

I am pleased to recommend Zachary Harvey. As a specialist, I have been more than impressed with Zachary's drive and success in a relatively short amount of time with our company. Zachary took an active interest in my position, and we have a weekly session during which we review key products, discovery questions, prospecting efforts and closing techniques.

Zachary is well-educated, naturally inquisitive, and authentically passionate about his work. This combination makes him a joy to work with and helps him to develop a deep understanding for client's needs. Zachary takes an all-encompassing approach to his work, gathering every piece of information and data and leveraging it toward the success of his client and himself. This trait is exemplified in his proactive approach, so early in his career, to networking with other specialists such as me and diligently working and studying to absorb as much as he can.

Zachary has the skill set and drive to be successful in any sales role and he has the passion to be an effective specialist. I believe he will achieve great success with our company and I urge you to seriously consider him for this role.

Best regards,

*Autumn J. Manley*

Autumn J. Manley



To whom it may concern:

I would like to recommend Zachary Harvey for a position on your team. As a Training Consultant with the Performance and Development team, I have been consistently impressed by Zach's positive attitude and eagerness to learn. Zach is consistently sharpening his skills by reaching out to product specialists in order to improve his product knowledge and sales skills.

Based on Zach's interpersonal and communication skills, along with his motivation to consistently develop his selling skills, I believe that he would be the perfect candidate for your company.

Sincerely,

Robyn Pohl



To Whom It May Concern:

I was Zach Harvey's Sales Trainer while he was an employee at TQL (Total Quality Logistics). Zach and I were able to work together for 6 months during his tenure here. I have been a Sales Trainer for 3 and a half years and have been with the company for a total of 5 years. I was in charge of transitioning Zach from the logistical side of the company into the sales side of the company. My job was to help coach and manage him to find customers to start his book of business.

Luckily he came into the job with a ton of sales background and was very easy to coach from the start. He was always interactive in classes, and was always trying to learn ways to make himself better.

Here are a few of the skills Zach displayed during his time at TQL:

- Knowledge of sales
- Very hard worker
  - o First one in the office every day, last one out
- Organized
- Willingness to help others around him
- Efficient use of time
- Very open communication
- Social skills and ability to interact with others

Although I only listed a few of Zach's qualities, he displayed these traits on a daily routine. Whether it was reaching out to me to help him with a new client, or helping an employee around him who had a question. He was very dedicated to his job, and it showed in his actions and performance.

As I stated earlier, I have been in my current position for over 3 years, and Zach is definitely someone that only comes around once or twice a year. Zach was not only an outstanding hire for TQL, but he is a valuable asset to any company he works with.

I cannot say enough good things about Zach, and if you have any farther questions, please reach out to me.

Philip Lower

Total Quality Logistics

513.831.2600 / 800.580.3101 x56487



Charles Hobing  
Group Sales Manager  
**TOTAL QUALITY LOGISTICS**  
(800) 580-3101 ext 52505  
December 8, 2015

## LETTER OF RECOMMENDATION

On behalf of:  
Zachary Harvey

To Whom it May Concern:

As a Group Sales Manager I enjoy coaching and mentoring salespeople. One such recruit, Zachary Harvey, was a tremendous interview and an excellent salesperson. From early in his training he conveyed knowledge about the sales process. He was able to take that basic knowledge, adapt to our processes, and excel early in his career here. Zach won several challenges including top 3 trainee of the week and top 3 junior salesperson of the month. Though his time was short lived at TQL, he was on the path to success. We wish him well and are confident he will become successful on his next venture.

Best regards,

*Charles Hobing*

Charles Hobing

# LexisNexis Success Plan

	Be a Better Individual	Be a Better Teammate	Be a Better Brand
<b>DAILY OBJECTIVES</b>	<ul style="list-style-type: none"> <li>✓ 1.3 Opportunities/Day</li> <li>✓ 30 Dials/Day</li> <li>✓ 25 Unique Dials</li> <li>✓ 1.5 Hours of Talk Time</li> <li>✓ 5 Demos/week</li> <li>✓ Be better than you were yesterday</li> </ul>	<ul style="list-style-type: none"> <li>✓ Work regularly with field partners to get leads and leverage resources</li> <li>✓ Utilize specialists to sell a good mix of products</li> <li>✓ Be accessible, while still getting my job done.</li> <li>✓ Help others and coach whenever possible</li> </ul>	<ul style="list-style-type: none"> <li>✓ Positive Focus – Have most opportunities on the team</li> <li>✓ Get back up when I get knocked down</li> <li>✓ Build my brand as a dedicated professional</li> <li>✓ Accomplish all my daily goals with NO EXCUSES.</li> </ul>
<b>MONTHLY OBJECTIVES</b>	<ul style="list-style-type: none"> <li>✓ Send 3 Sales Pros Per Month</li> <li>✓ 6 Units per Month</li> <li>✓ At least one diversified product offering (LMO, LPA, MMN, Etc.)</li> <li>✓ AOV of \$2,885</li> <li>✓ Drive in at least \$17,300 POS</li> </ul>	<ul style="list-style-type: none"> <li>✓ Utilize my marketing toolbox, with at least 1/4 of opportunities using marketing</li> <li>✓ Clean up board every 10 days to keep a clear focus</li> <li>✓ Adopt proven best practices and implement them</li> </ul>	<ul style="list-style-type: none"> <li>✓ Discuss future goals with my manager and how I am progressing toward meeting those goals</li> <li>✓ Assess how my month went, why, and how to be improve</li> <li>✓ Continuous improvement on demonstrating various products</li> </ul>
<b>YEARLY OBJECTIVES</b>	<ul style="list-style-type: none"> <li>✓ Reach at least \$205,538 POS by the end of the year</li> <li>✓ Be the top performer on team</li> <li>✓ Finish in top 10 of stack ranks across all new business</li> <li>✓ COE</li> </ul>	<ul style="list-style-type: none"> <li>✓ Mentor a new teammate</li> <li>✓ Be a leader – Lead by example</li> <li>✓ Learn best practices from my team and other teams in the building</li> <li>✓ Make our team the best in the building</li> </ul>	<ul style="list-style-type: none"> <li>✓ Be an example for others</li> <li>✓ Know our portfolio, our competitors, &amp; how we win</li> <li>✓ Keep a positive attitude at all times</li> <li>✓ NEVER GIVE UP</li> <li>✓ Own my number</li> </ul>
<b>My SWOT</b>	<b>Strengths</b> Confident – Hardworking - Competitive – Driven – Demo Well – Motivated – Open to learning – Content Knowledge		<b>Weaknesses</b> Tax and IP Attorneys – Negotiation Skills – Some Back-End Systems – Hard on Myself
	<b>Opportunities</b> Learn from Coworkers – Leveraging Specialists to Learn – Master New Products – Cross Sell Product Offerings to Maximize POS		<b>Threats</b> Beating Myself Up – Stressing Over the Uncontrollable



# **LEXISNEXIS WEEKLY PLANNING**

## Monday

5/5/2014		
10:00	Check Email & Prepare for Meeting	
11:00	Meeting	
12:00	Call For Tom Kaser	Ph: 15 dials/1 Convo
1:00	Call For Tom Kaser	Ph: 15 dials/1 Convo
2:00	Weekly Strategic Planning	Megan Tower
3:00	Call For Jason Buchanan	Ph: 15 dials/1 Convo
4:00	Lunch	30 – 60 min
5:00	Call For Jason Buchanan	Ph: 15 dials/1 Convo
6:00	Admin Work	
7:00	Tuesday Preparation	Review/Change

## Tuesday

5/6/2014		
10:00	Check Email, Review Itinerary	
11:00	Call For Megan Tower	Ph: 15 dials/1 Convo
12:00	Weekly Strategic Planning	Tom Kaser
1:00	Call For Megan Tower	Ph: 15 dials/1 Convo
2:00	Call For Jason Bagley	Ph: 15 dials/1 Convo
3:00	Lunch	30 – 60 min
4:00	Call For Jason Bagley	Ph: 15 dials/1 Convo
5:00	Scheduled Calls/Little Admin	3 Follow Up Calls
6:00	Admin Work	
7:00	Wednesday Itinerary Preparation	Review/Change

## Wednesday

5/7/2014		
11:00	Check Email, Review Itinerary	
12:00	Call For Woody Clouse	Ph: 15 dials/1 Convo
1:00	Call For Woody Clouse	Ph: 15 dials/1 Convo
2:00	Call For Anthony Brookshire	Ph: 15 dials/1 Convo
3:00	Call For Anthony Brookshire	Ph: 15 dials/1 Convo
4:00	Lunch	30 – 60 min
5:00	Product Knowledge	Review North Carl
6:00	Call For Kirk Mason	Small list
7:00	Admin Work	
8:00	Thursday Itinerary Preparation	Review/Change

## Thursday

5/8/2014		
10:00	Check Email, Review Itinerary	
11:00	Call For David Pyzel	Ph: 15 dials/1 Convo
12:00	Call For David Pyzel	Ph: 15 dials/1 Convo
1:00	Team Meeting	
2:00	Admin Work	
3:00	Friday Itinerary Preparation	Review/Change
4:00	Scheduled Half Day	
5:00	Scheduled Half Day	
6:00	Scheduled Half Day	
7:00	Scheduled Half Day	

## Friday

5/9/2014		
10:00	Check Email, Review Itinerary	
11:00	Call For Jeff Snider	Ph: 15 dials/1 Convo
12:00	Call For Jeff Snider	Ph: 15 dials/1 Convo
1:00	Call For Jeff Snider	Ph: 15 dials/1 Convo
2:00	Call For Jeff Snider	Ph: 15 dials/1 Convo
3:00	Lunch	30 – 60 min
4:00	Scheduled Demo	Woody Demo Zach
5:00	Finish Review Demo/ Call Woody	Ph: 10 Dials/1 Convo
6:00	Admin Work	
7:00	Next Week Itinerary Preparation	

# **LexisNexis SMaC**



**Zachary Ryan Harvey**

**SMaC**

**Specific, Methodical, and Consistent**

## **Performance**

- 105% to goal POS
- Lead team in dials
- Become Expert on Territory
- Become Expert on LexisNexis Products
- Sell the full suite of products LMO, LPA, MMN, CourtLink, Public Records

## **Execution**

- \$4000/week POS closed
- 40 Calls per Day
- 2 New Opportunities per Day
- 2 Demos per Day
- Set and Stick to Weekly Gameplan

## **Team**

- Share insight with team
- Be vocally productive in team meetings
- Utilize knowledgeable teammates
- Meet with Rob regularly
- Positively build the team BRAND

## **Development**

- Meet with TAE managers
- Attend weekly TM meetings
- Strategically plan and execute each day
- Meet with specialist and sharpen product knowledge

## **Monthly Recap**

**January 2014**

**\*Based on the stats from 1:1 (15 days worked)\***

<u><b>Dials</b></u> Goal: 1050 dials Actual: 1046 dials Percent to goal: 99.6% Needed Difference: 4 dials  <u><b>Talk Time</b></u> Goal: 30 hours Actual: 24.9 hours Percent to goal: 83% Needed Difference: 5.1 hours	<u><b>Opportunities</b></u> Goal: 30 opps Actual: 11 opps Percent to goal: 36.6% Needed Difference: 19 opps  <u><b>POS</b></u> Yearly Goal: \$264,000 Monthly Goal: \$22,000 Actual: \$6,180 Percent to goal: 28.1% Needed Difference: \$15,820
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**2013 Performance Breakdown Vs. January 2014 Performance Break Down**

<u><b>2013 YTD</b></u> AOV: \$12,035 Calls needed for opportunity: 42.8 Opportunities needed for close: 22.8 Opportunities/week: 4.89	<u><b>January 2014</b></u> AOV: \$3,090 Calls needed for opportunity: 95.1 Opportunities needed for close: 5.5 Opportunities/week: 2.75
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**Adjusted Goals for February 2014**  
**(Based on a 15 day work month: 20 – 4 NSM, 1 Holiday)**

<u><b>Dials</b></u> Monthly goal: 1050 dials Adjusted monthly goal: 1054 dials Percent to goal: 100.4%  <b>*71 dials per day*</b>  <u><b>Talk Time</b></u> Monthly goal: 30 hours Adjusted monthly goal: 35.1 hours Percent to goal: 117%  <b>*2.34 hours per day*</b>	<u><b>Opportunities</b></u> Monthly Goal: 30 opps Adjusted monthly goal: 49 opps Percent to goal: 163.3% Needed opportunities per week: 12.25  <b>*3.27 opportunities per day *</b>  <u><b>POS</b></u> Yearly Goal: \$264,000 Monthly Goal:\$22,000 Adjusted monthly goal: \$37,820 Percent to goal: 172%
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**February Metrics/Breakdown**

**Per Day**

71 dials  
3.27 opportunities  
2.34 hours

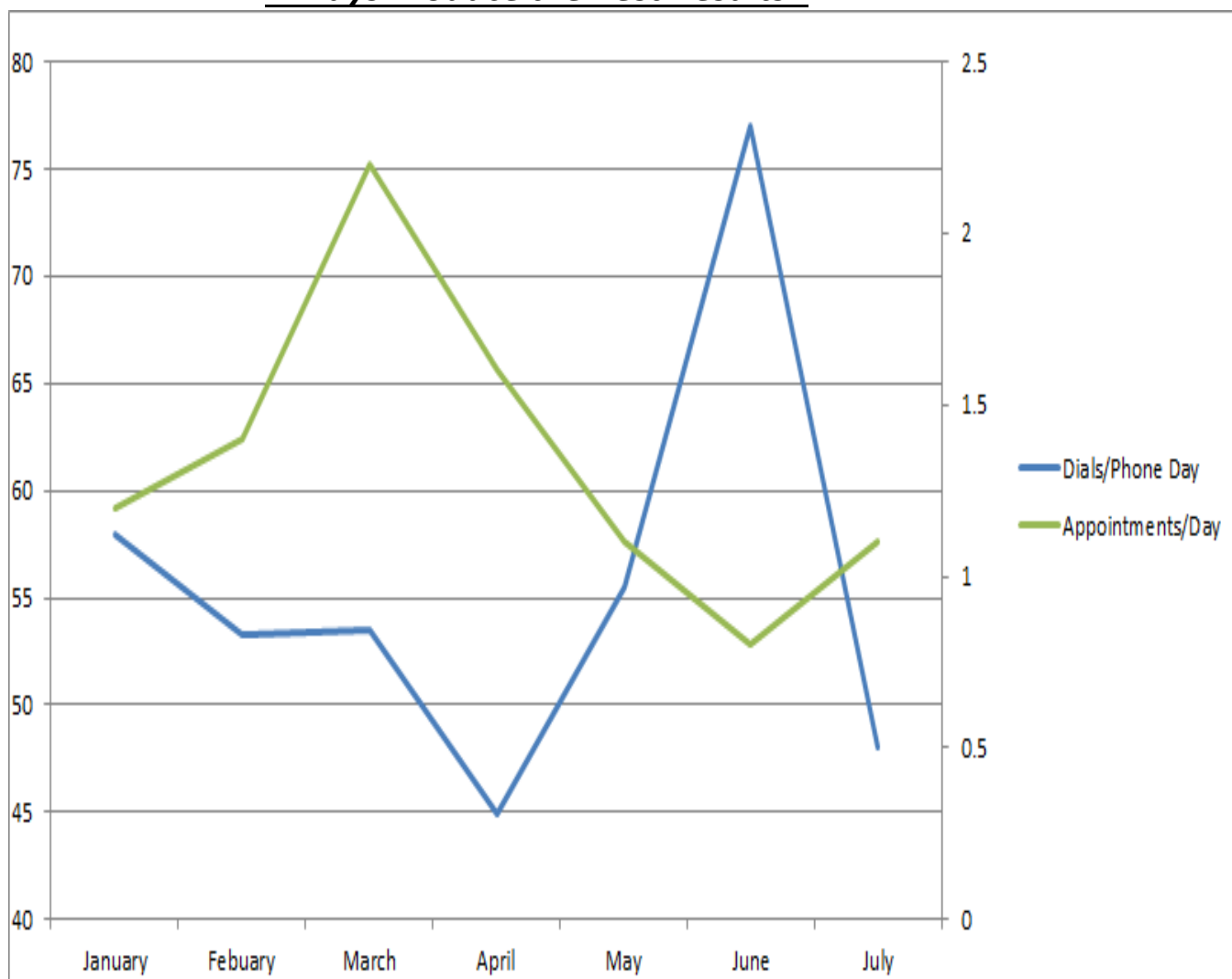
**Per Week**

263.5 dials  
12.25 opportunities  
8.775 hours

- \*AOV: \$4,249
- Calls needed for opportunity: 21.5
- Opportunities needed for close: 5.5

\*(49 opps and it takes 5.5 opps to close 1 (January's close ratio), than I need 8.9 opps to close at \$4,249)

**\*Gathered Team Data to Create a Graph Showing Relentless Calling Does Not Always Produce the Best Results\***



# *TOL Success Plan*

	Commit to the Process	Be a Better Teammate	Build a Respectable Brand
DAILY OBJECTIVES	<ul style="list-style-type: none"> <li>✓ Check on any loads going shipping, in transit, or delivering.</li> <li>✓ Follow Up with Prospects</li> <li>✓ Cold call new prospects</li> <li>✓ 1.5 Hours of Talk Time</li> <li>✓ 70 dials, 1.5 hours, 30 POC, 3-1 lanes to quote.</li> <li>✓ Be better than you were yesterday</li> </ul>	<ul style="list-style-type: none"> <li>✓ Work regularly with fellow the brokers.</li> <li>✓ Utilize specialists to sell a good mix of products</li> <li>✓ Be accessible, while still getting my job done.</li> <li>✓ Help others and coach whenever possible</li> </ul>	<ul style="list-style-type: none"> <li>✓ Positive Focus – Have most opportunities on the team</li> <li>✓ Get back up when I get knocked down</li> <li>✓ Build my brand as a dedicated professional</li> <li>✓ Accomplish all my daily goals with NO EXCUSES.</li> </ul>
MONTHLY OBJECTIVES	<ul style="list-style-type: none"> <li>✓ 2-4 New Customers</li> <li>✓ 40,000 Broker Revenue.</li> <li>✓ Maintain great rapport with current customers.</li> <li>✓ Verify all customers have been build correctly, and all delivery bill of lading collected.</li> <li>✓ Review your process and modify if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Share knowledge with fellow brokers.</li> <li>✓ Stay after hours to participate in all meetings and call blitzes.</li> <li>✓ Help trainees grasp the foundation of 3<sup>rd</sup> part logistics.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Review business plan with manager.</li> <li>✓ Discuss future advancement and make my intentions clear.</li> <li>✓ Meet with trainers and review calls I considered good and bad, and exchange feedback (Sharpening the axe)</li> </ul>
YEARLY OBJECTIVES	<ul style="list-style-type: none"> <li>✓ Reach at least 520,000 broker Revenue</li> <li>✓ Be the top performer on team</li> <li>✓ Finish in top 10 stack ranks in my ten year.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Mentor a new teammate</li> <li>✓ Be a leader – Lead by example</li> <li>✓ Make our team the best in the building</li> </ul>	<ul style="list-style-type: none"> <li>✓ Keep a positive attitude at all times</li> <li>✓ Know our portfolio, our competitors, &amp; how we win</li> <li>✓ NEVER GIVE UP</li> </ul>
My SWOT	<b>Strengths</b> Confident – Hardworking - Competitive – Driven – always sharpening my axe – Motivated – Open to learning – Content Knowledge		<b>Weaknesses</b> Tax and IP Attorneys – Negotiation Skills – Some Back-End Systems – Hard on Myself
	<b>Opportunities</b> Learn from Coworkers – Leveraging Specialists to Learn – Master all New programs after software we release.		<b>Threats</b> Beating Myself Up – Stressing Over the Uncontrollable

*TOL SMaC*