

## OUTBOUND SALES/SMALL BUSINESS CONSULTANT

### Career Focus

Accomplished business professional with over 21 years of solid experience in sales, management, customer service and business development. Looking to acquire a Relationship Banking position within the financial services industry. Adept in a fast paced and competitive environment paying specific attention to detail while maintaining necessary margins and promoting excellent customer rapport.

### Summary of Skills

- Established track record of exceptional sales results
- Resolution-oriented
- Strong sales-closer
- Team leadership
- Top Ranked Sales Executive
- Consultative sales techniques
- Operations management
- P&L management

### Accomplishments

- Youngest member to be appointed to service of AFSCME Local 369 as Executive Board Member at-large to serve on contract negotiation team on behalf of 700+ members.
- Created strategies to develop and expand existing customer sales, which resulted in a 55% increase in monthly sales for 1st quarters of 2006-2008.
- Established 15 new commercial accounts in a single year through successful client development.
- Boosted company sales by [Number]% by introducing [Number] new products into the market in less than [Number] months.
- Boosted company sales by 35% by introducing 3 new products into the market in less than 7 months.

### Professional Experience

Outbound Sales/Small Business Consultant 12/2014 Truck Stop FL , State

- Consult with existing customers to explore ideas of leveraging and maximizing web presence to increase sales and overall margins
- Provide account solutions to maximize productivity and increased exposure
- Increase new sales revenue by 45% bi-weekly.
- Add new account sales to customer portfolio by an average of 5% monthly
- Top-tier producer new Revenue, daily sales, CSS 250% tier 90-day trend

Billing Agent 02/2014 to 12/2014 Rochester Armored Car Laredo , TX

- Handle high volume customer concerns with billing & payments
- High-level customer retention
- Responsible for new revenue
- 2nd level escalation for customer complaints/account closures
- Retain security and integrity of customer accounts/data

Internet Sales and Support 07/2013 to 01/2014 University Of Houston Houston , TX

- Consult, recommend and enable the right online product and service strategies to help customers with their business or personal needs
- Setup/troubleshoot/correct issues with customer products, email follow-ups

Transportation Security Officer 06/2013 to 12/2013 Amarillo College Amarillo , TX

- Implement security-screening procedures centralized to TSA objectives.
- Protect traveling public by analyzing, testing and conducting screening of passengers, baggage and cargo.
- Participate in information briefings concerning security-sensitive intelligence and classified information.

Customer Solutions Agent 2 09/2010 to 09/2011 Virtusa New York , NY

- Responsible for support of the Debit Card production team agents performance analysis including: mentoring new agents, session reviews and coaching opportunities
- Attend weekly meetings with Work Force Management to improve procedures, training, metrics
- Identify issues with customer accounts and resolve using tools such as FDR, Lexis Nexis
- Point of contact for escalations regarding Inter-departmental policies and procedures

Assistant Director of Admissions 05/2010 to 08/2010 Blythe Construction Inc Huntersville , NC

- Oversee a team of 8 Enrollment Counselors to ensure QA by monitoring team calls weekly, and providing feedback.
- Use key metrics and percentages to help improve team member production.
- Keep team tracking boards up to date.
- Coach team and provide feedback to increase overall conversion rates.
- Ensure team members comply with all applicable State and Federal regulations.

- Received MVP award and top team producer on two occasions.
- Keep team current of program changes and of Administrative policies.

Enrollment Advisor 04/2009 to 08/2009 Kaplan University/Iowa College Of Acquisition City , STATE

- Interviewed prospective students to qualify and determine appropriate program
- Networked and developed personally developed leads from internal and external tools.
- Maintained a 100% start rate and average 137% of goal at 90-day trend.
- Adheres to laws and regulations governing student recruitment Title IV.
- MVP Award.

Senior Manager 01/2004 to 01/2009 CRM West Valley Window Coverings City , STATE

- Hold full P & L responsibility for both Retail and Commercial Sales Departments through direct training leadership and supervision of 2 Sales Managers and 16 independent Sales Agents.
- Increased sales in 7-month period by 35% by adding 3 new products to existing sales line.
- Performed monthly sales forecasting and competitive analyses to determine product performance levels.
- Established all trade show accounts and coordinated display backdrops with designers.
- Develop and manage major contract accounts, recommend and design center displays and initiate and plan for model design center window covering options.
- Hire and train direct sales staff, develop commission schedule and territory assignments.

Account Executive/Team Lead/Network Engineer II 01/2000 to 11/2002 Worldcom City , STATE

- Manage area sales and marketing of products and services in selected territory.
- Actively participate in the selection, training, evaluation, and planning of Sales Representative Network's activities within the geographic area of responsibility.
- Develop, maintain and improve relationships with key accounts within designated area.
- Summarize and report area sales status at Area Sales Managers meetings.
- Manage the successful achievement of target revenue and product goals.
- Evaluate team Sales Representative's performance and manage accordingly to maximize sales revenue and market penetration within the area.
- Assisted in implementation of official shift scheduling from (5) 8 hour days to (4) 10-hour days to improve employee morale after Chapter 11 filing Reported directly to Director of Operations Tier III.

Field Engineer 01/1998 to 01/2000 The Wilson Group City , STATE

- Provide installation, maintenance and repairs on ATM (second line maintenance) and/or POS (Point of Sale) equipment and other electromechanical equipment at various locations within an assigned territory/region.
- Provide continuity of customer operations and high levels of customer satisfaction; Manage customer incidents as assigned; build working relationships with customers and develop informal communication channels with customer account at the local level.

Accountant I/Enforcement Office/Parking Referee 04/1990 to 07/1997 The City Of Ann Arbor City , STATE

- Bonded 15th District Court) Writ of Execution/Parking Responsible for enforcement of Municipal Laws regarding City Code and Uniform Vehicle Code by State of Michigan Statute Execute Writ of Execution by seizure of property as directed by Court Order Respond to issues involving traffic and vehicle code as directed by Central Dispatch Rotate dispatching responsibilities using 10-codes and phonetic alphabet daily Parking Referee (Interim 6-month term as appointed by Department Head) Presided over hearings pertaining to formal complaints as registered involving traffic citations, personal property seizures and vehicle impoundments.
- Based decisions on the preponderance of evidence either reducing, dismissing or upholding the action as given Recognized for implementation and decision upheld clarify the Title X Section 143 of the Ann Arbor City Code allowing for the seizure of vehicles on private property.
- Remained in capacity thereof after replacement hire to train new individual on specific day to day activities.
- Received several commendations Managed over a group of 4 Administrative Assistants.

#### Education

B.S : Business, Communication 2002 Eastern Michigan University City , State GPA: Cum Laude Business, Communication Cum Laude

A.S : Humanities & Social Sciences 1996 Washtenaw Community College City , State

Humanities & Social Sciences

#### Additional Information

- State of Michigan Resident Product Life Insurance 07/1991

#### Skills

Business Development, Client Relations, Product Development, CRM Systems, Customer Needs Assessment, Expense Control and Account

