

Scott Cole

Mount Pleasant, SC

scottcole46_kkd@indeedemail.com

(973) 464-5798

Experienced prospector and account manager with demonstrated success representing agile SaaS businesses. Self-motivated and organized team player and skilled communicator. Expert support professional accustomed to handling escalations in single or multi-silo structures.

ADDRESS

Mount Pleasant, South
Carolina 29466

Authorized to work in the US for any employer

Work Experience

Managing Director

Dynamic Tickets - New York, NY

2016 to 2020

New York

Engineered organizational ascendancy in the secondary ticket market through detailed analysis of past performance and current trends to forecast future action. Handled all Fortune 500 and high wealth individual orders personally.

Oversaw all company facets including, but not limited to; sales, sales management, purchasing, inventory management, and vendor relations.

- Applied depth and breadth of industry experience to streamline staffing, processing, ordering and operations, manifesting in increased margins of short sales YOY.
- Through market study, planning and execution, exceeded annual sales of long inventory by \$325,000.

Client Services Manager

YGC Solutions/Vertican Technologies - Fairfield, NJ

2013 to 2016

Provided, directed, and delegated expert level SaaS application support to hundreds of clients in the collections industry. Refined Client Services team members' skillsets to seamlessly receive clients passed to us from the sales department. Headed the individual and collaborative efforts of the Client Services team in efficiently diagnosing and executing client initiatives.

- Managed the onboarding of the third largest debt buyer in the country.
- Revamped the entire Client Services training program, formulated new structure, and led all presentations.
- Recruited, hired, and trained 5+ Client Services Specialists.

IT Help Desk Technician • DC DiSC Style

BioReference Labs - Park, New Jersey, US

2012 to 2013

Results driven

Expertly diagnosed, Direct troubleshot and serviced Analytical hardware, software, and Confidentially sociable networking issues for 3000 users Autonomous remotely and on prem. Excellent oral and written communication skills
Have worked remotely for the past 4 years

Small Business Account Representative

ADT Security Services - Totowa, NJ
2010 to 2012

Built extensive knowledge and framed product solutions across all verticals of small business. Devised and effected sales strategies focused on ADT Pulse, a cloud based full service security system. Served as point person for personal accounts experiencing issues or inquiring about upgrades.

- Through cold calling and prospecting, earned over \$50,000 on a commission-only compensation structure in the most competitive market in the country.
- Contributions elevated the team to #1 US Small Business Sales Team.

Vice President of Business Development

Beyond Sports & Entertainment - Roseland, NJ
2009 to 2010

Targeted, curated, and enhanced relationships with <75 Fortune 1000 companies, AmLaw 200 firms and high net worth individuals. Guided the procurement and management of all inventory based on personally conducted market trend risk analysis.

- Personally scouted business profits in excess of \$250,000 in my first year.

Director of Market Analysis

Elite Entertainment
2007 to 2009

Closter,

Education

Diploma in Computer Networking and drove ticket sales

Anthem Institute of Technology
2012

Diploma

Connecticut School of Broadcasting
2008

Skills

- Risk Analysis
- SaaS
- Application Support
- Business Development