**Bruce Roe**

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**SUMMARY**

Experienced full account management business to business sales professional seeks professional business to business sales position in a fast paced environment for a leading technology company.

**QUALIFICATIONS**

\* 10+ years of business to business and business to consumer sales.

\* Successful sales achievement selling face to face and virtually.

\* Utilize solution selling concepts to first understand the need before positioning the solution.

\* Established trusted advisor relationships with customer account base which has led to increased sales and region performance.

\* Leadership experience handling difficult situations and conflict resolution with both employees and customers.

\* Strong proven sales experience and leadership resulting in curriculum development and class facilitation.

\* Effective coaching skills improved team performance against targeted sales goals.

**WORK EXPERIENCE**

 2015-Current

Service Account Manager (SMARTnet Renewals)

MSN / ConvergeOne

Salt Lake City, Utah

\* Manage SMARTnet Renewals

*2010-2015*

*Sales Lead*

*Convergys  
Work from Home (Sandy, UT)*

*\* Sales team management of regional quota performance against a target*

*\* Virtually observe and monitor sales calls to provide coaching and feedback*

*\* Onboarding new teams and acquisition mergers*

*\* Relationship building with client sales leadership teams*

*\* Weekly one-on-one and coaching sessions with all team members*

*2009-2010*

*Account Manager, Sales*

*WBS West Business Services*

*Appleton, WI*

*\* Sales ownership for an account base of 500 regional businesses*

*\* Tasked with obtaining orders from new clients, setting up new accounts*

*\* Educating clients on existing and new products*

*2007-2009  
Service Sales Support Team*

*Planet Pro  
California (Worked from home*)

\* Managed SMARTnet case workload to close sales for partners and distributors

\* Assisted with customer service questions as post sale activities

\* Engaged with client managers on calls for new tools and to discuss policies

\* Data entry to finalize quotes for ordering

*2006-2007  
Account Manager, Sales (SMARTnet)*

*Convergys  
Appleton, WI*

\* Weekly sales commit call with area sales manager to identify weekly, monthly, quarterly commits against quota

\* Maintain and sell new services to large Enterprise companies

\* Outstanding performance results against quota resulted in team growth from 2 people to 20 in one year

\* Engagement with client managers and vice president to discuss sales quota commit and strategic business planning for customer accounts.

*2005-2006  
Trainer, Customer Care*

*Convergys*  
\* Curriculum creation and development

\* Facilitate and evaluate new hire and continuous education classes

\* Engage with Operation Managers to propose and identify program training needs

\* Participate on client training calls for new tool training

*2001-2005  
Account Manager, Sales (SMARTnet)*

*Convergys*\* Weekly, monthly, quarterly sales commit

\* Proactive outbound business to business sales calls

\* Strategic account planning to achieve sales quota results

*2001-2001  
Retail Sales Manager*

*Digicom PCS  
Appleton, WI*

\* Managed small store in Fox River Mall

\* Controlled store inventory

\* Direct reporting responsibility of two employees which included scheduling, coaching and developing sales skill set

*2000-2001  
Service Sales Representative*

*Alamosa PCS  
Appleton, WI*

\* Face to face sales presentations

\* Follow up calls to close the sale

\* Assisted with customer service situations

*1999-2000  
Retail Sales Manager, Customer Service*

*TSR Wireless  
Appleton, WI*

\* Maintain existing accounts, personal and corporate

\* Sell new product

\* Oversaw store operations and marketing

**EDUCATION**

Waupaca High School                       Waupaca, WI