

Theodore M. Irland

2430 N Washtenaw Ave Chicago, IL– 517.231.7941 – irlandth@gmail.com

Professional Summary

- 10+ years of quota carrying sales experience
- 6-time company rewards trip winner
- Skilled account manager focused on client experience and net dollar retention/expansion
- Developing Full Stack web development skills

Technical Competencies

- Salesforce CRM – 7 Years Hands-on (*last used April 2021*)
- Bullhorn ATS / CRM – 3 Years Hands-on (*last used April 2019*)
- **Looker** – Custom Reporting Experience – 2 Years (*last used April 2021*)
- **Atlassian Jira** – 2 Years (*last used February 2021*)
- **MongoDB** – Backend API Development – 1 year (*last used April 2021*)
- **JavaScript** – Full Stack Web Development – 1.5 years (*last used April 2021*)
- **React w/ Redux State Management** – 1 year (*last used April 2021*)

Experience Overview

Hired, Inc (April 2019- Present) Senior Account Manager

- Manage a \$2.35M book of business with 36 active customers
- Perform monthly reporting to help stakeholders track KPIs and ROI on current subscription
- Took lead on creating Looker Dashboards to automate / streamline reporting for key customers
- Expand working relationships within the organizational chart of large partners – you can never have enough internal advocates!
- Member of Product Council to relay pertinent customer feedback from customers directly to the Product and Engineering teams
- **2020 Performance:**
 - Achieved 62% Net Dollar Retention (\$1,461,000/\$2.35M)
 - Achieved 61% Logo Retention (22/36)
 - Expanded annual spend in 3/6 enterprise relationships
 - Net Dollar Retention and Logo Retention were tops in organization

Engtal (April 2018- April 2019) Client Relationship Manager

- Hired on to be #2 in the company, reporting directly to CEO

- Developed a territory from scratch to a run rate of \$800K in Gross Profit in 9 Months
- Hired and Directly supervised 3 Recruiting Associates
- Started Engtal Controls & Automation Engineering Division (grew to 7 people by 2019)
- Company point person for streamlining recruiting processes (Bullhorn Adoption, Job Launch Process, KPI Reporting)
- Training new team members of Staffing Industry basics (candidate control, sourcing strategies, time management)

The Jacobson Group (April 2014 – January 2016) National Territory Manager

Notable Achievements:

- Grew book of business from \$0 to over \$1.9M in Gross Profit in under 2 years
- Attended roughly 20 client meetings per month (in field and at Industry Conferences)

CareerBuilder July 2010- April 2014, January 2016- March 2018 (Boomerang)

Positions held:

- Inside Sales Representative – Inside Sales (July 2010- March 2012)
- Inside Sales Manager- Inside Sales(April 2012- September 2013)
- Senior Account Manager – Outside Sales (October 2013- March 2014)
- Major Account Manager – Outside Sales (January 2016- January 2018)

Notable Achievements:

- # 1 Ranked Inside Sales Rep – 2012
- #1 Ranked Inside Sales Manager -2013
- 110K book of business growth -2016 (9th out of 46 Senior Account Managers in Division)
- \$240K book of business growth – 2017 (7th out of 30 Major Account Managers in Division)

Education ***BA in History with additional major in Spanish Language***

Michigan State University, East Lansing, MI

May 2010

Full Stack Web Development Certificate

Northwestern University/Trilogy Education 26 Week Part Time Bootcamp

July 2020

References Available On Request