

Name

Address

Phone:

Email:

SUMMARY

An experienced, consultative sales executive from the high technology and human resources industries. Proven track record of leading, developing and coaching individuals and teams to exceed targets in sales, prospecting for new clients and managing client relationships. Has held senior sales, operational and customer service positions. Holds secret clearance and is fluent in French and English.

SELECTED ACCOMPLISHMENTS

Managed and directed sales and customer service teams on a local and national basis, spanning small, medium and large scale organizations.

Met and exceeded all key performance objectives in sales, business development and customer service.

Increased top line revenue by 38%, and **profit** by 257% over 4 year period with numerous performance awards.

Increased and broadened customer base by 125% over 4 years through effective business development strategies protecting the company from cyclical trends and over-dependence on particular clients.

Developed relationships with key clients to get wider and deeper in their organizations and secure preferred vendor position with them.

Created and implemented management tools to improve win/loss ratio of RFPs and RFQs, and tools to maximize profits and add greater value to deals entering the sales funnel.

PROFESSIONAL EXPERIENCE

Business Manager

HR Management

2008 – Present

- Launched local office making the corporate brand name rapidly recognized as a serious new entrant in the highly competitive HR Management marketplace.
- Responsible for business development, prospecting and delivery of exceptional talent solutions to meet client needs.
- Managed all aspects of the sales process and generated over \$550K in billing and indirectly generated an additional \$650K through strategic alliances that benefited other team members in our first year of operation.
- Secured a preferred vendor relationship with XX.
- Developed strategic partnerships with 2 staffing companies to jointly pursue business opportunities.

Name

National Sales & Government Relations Director

1996 –2003

- Led and motivated successful sales, service and call centre teams that consistently exceeded revenue and customer satisfaction objectives by 25-88% over 5 year span.
- Coached many managers who have since held senior positions with major Canadian and International companies.
- Increased revenue from \$55 million to \$74 million over 5 year period.
- Managed operational groups responsible for customer service, retention and win-backs.
- Oversaw the management of RFP and RFQ proposal response group for federal government and commercial sales group.
- Oversaw the successful implementation of many very large projects on behalf of clients which necessitated effective negotiations with other vendors and suppliers.
- As Government Relations Director, interfaced with many senior decision makers in the federal government and national business associations to promote company position on key business initiatives.

Other Managerial Positions/Skills

Company Name

Prior to 1996

- Call Centre management
- Budgeting and forecasting expertise
- Performance management and optimization
- Market and business planning

EDUCATION AND DEVELOPMENT

Bachelor of Commerce (Honours) – University of Ottawa, Ottawa

Management, Accounting - Concordia University, Montréal

ISO Total Quality Auditor

Negotiation skills

Strategic vendor sales strategies

Situational leadership management style development

Wilson Learning sales skills

Holden Corporation power base selling

Employee performance evaluation and management training

Computer Skills: MS Word, Excel, Powerpoint, Outlook, Internet browsers

Professional Associations: List

Security Clearance: Secret