

First Last

Operations Management | Business Development

Accomplished leader and business development professional with 15+ years of experience in solution selling. Proven record of generating and building relationships, managing projects from concept to completion, and coaching individuals to success. Skilled in building cross-functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges. Adaptable and transformational leader with an ability to work independently, create effective presentations, and develop opportunities that further establish organizational goals.

Seeking remote opportunity. Willing to travel.

CORE SKILLS

Relationship Building • Team Building • Cost Management • Procedures • SEO • Sales • P&L • Customer Service • Design • Lean Process Management • Engagement • Problem Solving • Organization • Negotiation • Research • Networking

TECHNOLOGY

FieldEdge • CRM (SalesForce, SalesLogix) • Microsoft (PowerPoint, Excel, Word) • Google Apps (Docs, Drive, Calendar) • QuickBooks Pro/Enterprise • CAIL • Genesis • 20/20 (CAD based) • Social Media (Facebook, LinkedIn, Instagram)

WORK EXPERIENCE

05/2014 - Present

JOB TITLE

Remote Position

Company

City, ST

- ✦ Utilize FieldEdge to dispatch, upsell, and manage maintenance agreements.
- ✦ Review P&L for discrepancies; offer specific cost savings recommendations.
- ✦ Introduce methodologies to reverse \$750/day losses.

JOB TITLE

City, ST

Company

- ✦ Built customer relationships through education of product lines/services.
- ✦ Designed custom kitchens and bathrooms; ensured customer satisfaction.
- ✦ Processed sales contracts. Initiated installation processes and ordered product.

JOB TITLE

City, ST

Company

- ✦ Utilized Kaizen based process improvement techniques.
- ✦ Dispatched drivers and technicians for service and sales departments.
- ✦ Resolved escalated service situations.
- ✦ Led/mentored staff; promoted EQ and successful decision-making skills.

JOB TITLE

Remote Position

Company

City, ST

- ✦ Bridged sales, install, and service departments located in three different cities.
- ✦ Hired, trained, coached, motivated, led, reprimanded, and evaluated team of 14 employees.
- ✦ Designed commission structure; improved profit margin by 8% within 90 days.
- ✦ Aligned company with governing regulatory agencies.
- ✦ Used diplomatic approach to handle complex personnel and customer service issues.

WORK EXPERIENCE continued

- ✧ Developed sales leads, networked, and forged relationships with customers, employees, and vendors.
- ✧ Designed, presented, and sold heating and cooling systems in fast paced environment.
- ✧ Worked with socioeconomically diverse community.

JOB TITLE

Company City, ST

- ✧ Managed multiple teams and departments in fast paced, high pressure environment.
- ✧ Researched, enacted cost savings measures: lowered COGS with lean process management.
- ✧ Identified, sold related repairs/product: increased service revenue.

JOB TITLE

Company City, ST

- ✧ Ensured proper coding of Customers Border Patrol/Homeland Security import bonds.
- ✧ Confidently communicated with clients regarding legal aspects of customs paperwork.
- ✧ Maintained accurate and complete records of all e-filed bond changes.

PREVIOUS EXPERIENCE

09/2005 – 04/2014

JOB TITLE

Company City, ST

- ✧ Managed all aspects of service, end-to-end, from initial call to vehicle pick-up.
- ✧ Independently trained in industry standard software.
- ✧ Renegotiated wholesale parts pricing resulting in 23% decrease in costs of goods sold.
- ✧ Increased profit by 25% by computerizing daily transactions and suggestive selling.

EDUCATION | TRAINING

BACHELOR OF SCIENCE, Business Management

Remote Learning

College

- ✧ Certificate in Human Resource Management

TRAINING

- ✧ EQ, Leadership, CBT, Mindfulness, and Mentorship Training
- ✧ LEAN Manufacturing Training
- ✧ Kaizen Process Improvement Training

DEALER INSTITUTE

- ✧ Service Counter Sales Training (John Deere)
- ✧ Parts Counter Sales Training (John Deere)

RECENT READS

- ✧ The Obstacle is the Way – Ryan Holiday
- ✧ Stillness is the Key – Ryan Holiday
- ✧ The Will to Meaning – Viktor E. Frankel
- ✧ Seven Habits of Highly Successful People – Stephen R. Covey