

INTERVIEW CONNECTIONS

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SUMMARY OF QUALIFICATIONS

SALES & SALES MANAGEMENT/CUSTOMER SERVICE MANAGEMENT

Confident, highly motivated, results driven **Sales and Customer Service Professional** with recognized accomplishments driving sales growth. Proven track record of attaining record volume levels for revenue growth, territory development, and account management efficiencies within competitive industries. Strong leadership skills using a “*show them, don’t tell them*” mindset. This simply relates to leading by example, motivating others to strive for like excellence. Excel at creating strong relationships, opening new accounts, presenting proposals, and customer satisfaction.

PROFESSIONAL CAREER OVERVIEW

INTERVIEW CONNECTIONS – WESTLAKE, OH

12/2005 - 10/2007

National Sales Manager, 05/2007 – 10/2007

Responsible for the growth and development of the Inside Sales, Outside Sales, and Customer Service teams. Maintained and grew existing large account base through a consultative selling approach. Represented company at tradeshow and conferences as an exhibitor. Recruited, hired, and trained all new sales employees.

Key Accomplishments:

- *Created and implemented an entirely new commission plan for the entire sales force*
- *Developed, designed, and implemented a CRM specific to APG*
- *Increased sales by 11% over the previous fiscal year*
- *Established departmental metrics and performance standards for the Inside Sales and Outside Sales team*

INTERVIEW CONNECTIONS – CLEVELAND, OH

01/1999 - 12/2005

Inside Sales/Customer Service Manager, 10/2003 – 12/2005

Directly responsible for developing, coaching, evaluating, and motivating a staff of up to 5 inside sales and 5 customer service associates for the UZ Engineered Products division. Served as a member on strategic business teams. Created and implemented ISO 9001/9002 procedures and work instructions to comply with ISO standards. Worked with outside sales representatives on large account sales calls for companies such as Amtrak and Toyota.

Key Accomplishments:

- *Assisted with securing major advertising deal with the hit T.V. show Orange County Choppers*
- *Inside Sales team finished 2004 at a 21.4% sales increase over the previous fiscal year*
- *Inside Sales team finished 2005 at a 18.8% sales increase over the previous fiscal year*
- *Improved service level (calls answered in 30 seconds or less) for the Customer Service Team from 62% - 81%*
- *Created and implemented an inside sales training program which resulted in record sales increases*
- *Maintained a turnover rate of less than 3%*

Inside Sales Supervisor, 09/2001 – 01/2003

Directly responsible for developing, coaching, evaluating, and motivating a staff of up to 13 inside sales representatives. Reported and enforced departmental metrics for the inside sales team daily. Hired and trained new ISR's. Assisted the National Accounts Director in growth of major house accounts in coordination with the strategic plan.

Key Accomplishments:

- *Led task force to restructure an automated CRM system (Siebel)*
- *Inside Sales team finished 2002 at a 12% sales increase over the previous fiscal year*
- *Maintained a 0% turnover rate*

Customer Service Supervisor, 01/2000 – 09/2001

Responsible for hiring, training, evaluating, and motivating a team of 8 customer service representatives on the evening shift. Served as a direct contact for the regional and area sales managers. Responsible for conducting coaching and monitoring sessions for each team member.

Key Accomplishments:

- *Created and implemented ISO 9001/9002 procedures and work instructions to comply with ISO standards*
- *Team consistently maintained service level goal*

Executive Customer Service Representative, 01/1999 – 01/2000

Fielded 50-70 calls daily in a call center environment assisting both sales representatives and customers. Daily activities included: order entry, setting up new accounts, checking inventory, account balances, problem solving, and trouble-shooting. Required to perform flawlessly within the SAP operating system.

Key Accomplishments:

- *Promoted three times within my first year*
- *Received **Customer Service Representative of the Year** award for 1999*
- *Received **Employee of the Month** award for July 1999*

EDUCATION

Received B.S. in Liberal Studies from David N. Myers University

- **Graduated Cum Laude with a 3.46 G.P.A.**

EDUCATIONAL SEMINARS

Miller Heiman – Seminar
-“Conceptual Selling Skills”
-“Strategic Selling Skills”

Fred Prior - Seminar
-“Training the Trainer”

COMPUTER SKILLS

Efficient in Microsoft Word, Excel, PowerPoint, Access, Publisher, SAP R/3, ACT, Siebel, Pivotal, Outlook Express, Lotus Notes