

Experienced Executive Manager

Client Solutions | Strategy Development | High-performance Teams

Accomplished, self-motivated, and adaptable executive leader with Forty-plus years of progressively responsible experience helping companies achieve their revenue-generation goals, specifically in the telecommunications and auto industries (with a primary focus on the consumer, retail, government, and airport sectors). Have closed multiple million-dollar deals (as high as \$16M). Solid record of success in client relationship cultivation/positioning; interpersonal communication at all levels; coordination of diverse, cross-functional teams; and training veteran sales professionals. Strategy and data-driven professional known for organization, excellent judgment, and critical-thinking abilities in a fast-paced environment. A true leader among leaders with a results-oriented personality. Able to travel and work away from the office. Experienced in managing a budget of up to \$53M as well as teams of up to 30 people with annual revenue responsibility of \$85M.

Sales Lead Development | Finance | Market Development | Technology Evaluation | Responding to Industry Requests for Proposals | Market Planning | Entrepreneurship | Product Development | Large-volume Sales | Prospecting | Due Diligence | Strategic Planning | Conceptualization | Contract Negotiation | Proposal Development | Creative & Innovative | Account Development | Goal Attainment | Hunter Mentality | Marketing | Audience Targeting | Client Relationship Management | Customer Service | Empowering Leadership | Persuasive Communicator | Business & Personnel Management | Staff Training | Problem-solving | Productivity | Business Ethics

Selected Highlights

- Elevated Pohanka Nissan from the **10th to the third dealership** in the Northern Virginia region for sales; an improvement of 130% and helped the dealership to have the ***most profitable year in its history***. Initially promoted into a position to help with customer satisfaction, revenue growth, and training of sales representatives; developed a training program for sales representatives to help them effectively sell after-market products; canvased customers about their satisfaction at the dealership and fostered excellent Google surveys of their experiences.
- **Increased customer satisfaction by 25%**, and exceeded the corporation's service quality indicator threshold, which resulted in the dealership receiving 15% additional revenue per car from Nissan per month; poorly trained sales representatives were causing the dealership to lose customers to the competition; trained each salesperson on customer contact skills, closing techniques, and customer follow-up after a sale.
- **Signed 35% of the nation's major airports** to telecommunications agreements, including Chicago O'Hare, Houston, Detroit, Reagan National, and Washington Dulles. **Signed 7-Eleven, Inc. three times** to major telecommunications agreements.
- Developed and launched a national management product for Verizon that resulted in client acquisitions, including those of **Exxon, Nexcom, and PepsiCo**.
- **Promoted consistently** due to proven ability to generate **large-volume sales**.

Professional Experience

Pohanka Nissan of Stafford | Stafford, VA | 7/21 - Present

Finance Director

Fiduciary responsibility for all new/used car sales. Interfaced with leading financial institutions in the automotive space to complete customer transactions. Face to Face direct customer sales of dealership warranty products.

- Managed one Finance Manager and 8 sales salespeople indirectly
- Increased product penetration per customer by 16%
- Increased income per customer by 28%

Capstone Dealer Solutions | Milwaukee, WI | 5/20-6/21

Regional Sales Manager

Acquired new dealerships within the Mid-Atlantic states through face-to-face direct sales.

- Effectively onboarded new dealerships into the program while supporting the existing base of customers.
- Developed new marketing and training materials to support the automotive finance and insurance products.

Pohanka Nissan Hyundai | Fredericksburg, VA | 8/16-8/18

Finance Manager

Finalized all new customer finance packages for the company, which ranks third out of 20 dealerships in the Washington, D.C., area. Worked with major financial institutions in the auto industry. Provided training to sales staff to enhance profit margin.

- Managed two employees directly and twenty-four salespeople indirectly.
- Exceeded monthly sales quotas by consistently selling aftermarket products effectively.

NCIC Inmate Phone Service | Longview, TX | 12/15-7/16

Regional Sales Manager (Contractor)

Created new sales opportunities within the states of Virginia, Maryland, and West Virginia. Attended trade shows to promote the company brand. Generated direct sales presentations to sheriff association within assigned territory.

- Helped company to sign two clients within a year that represented approximately \$1M in annual revenue; initially inherited a three-state region that previously did not have sales representation; organized client target list and met with all customers with contract authority; developed marketing and trade show plan to put the company on all lists of requests for proposals.
- Developed a customer relationship management tool within three months that enabled the company to track customer sales and revenue; initially, the company had poor records of customer information, value, and contract records; drove the creation of a regional sales plan for tracking each customer contact.

Certus Manufacturing, LLC | Eagan, MN | 1/15-8/15

Vice President of Sales (Contractor)

Created a new sales department with multiple channels and approaches. Developed new processes, marketing material, and sales/marketing plans. Set up parameters and processes related to customer relationship management, trade show implementation, and customer contact. Directed internal and external sales team assets. Managed sales outsourcing partner. Surpassed sales quotas consistently.

- Oversaw ten employees and a \$1M budget; consistently remained within budget.
- Helped company to sign a large national C-Store chain contract within six months; initially, this upstart air, vacuum, and water vending machine company wanted a national presence at convenience stores featuring gas pumps; developed a national sales force to effectively market offerings to the executives of large to medium C-stores.

The Right Hire Recruiting, Inc. | Mullica Hills, NJ | 6/14-12/14

Executive Recruiter (Contractor)

Assumed responsibility for new client acquisition. Engaged several recruiting platforms to seek out qualified applicants; reviewed 160 of them and sent them to clients.

- Coached seven new recruiters on sourcing techniques.
- Developed business relationships with several large corporations within the territory of Washington, D.C., Suburban Maryland, and Northern Virginia.

K2 Communications Network, LLC | West Des Moines, IA | 1/12-1/14

President, Founding Partner

Founded this general-market telecommunication company focusing on inmate telecommunications and video solutions. Developed and marketed the company's suite of services. Established contractual partnerships with sourcing vendors.

- Built company from the ground up; developed sales and marketing plans.
- Oversaw three contractor groups and a \$500M budget and remained under budget.

Jarothe, Inc. | San Ramon, CA | 8/06-1/12

Vice President of Sales/ General Manager

Directed veteran sales professionals targeting large Fortune 500 companies for integrated public communication products. Developed new products and partner relationships to achieve growth in existing account channels. Oversaw twenty-four employees located nationwide. Managed and remained within \$16M budget.

- Opened, staffed, and managed three operations facilities in Baltimore, New York, and Boston.
- Achieved \$16M+ in new business acquisition through direct sales to executive clients.

Verizon Communications | New York, NY | 3/78-6/06

National Sales Manager, Operations Manager, Field Supervisor, Technician, Long Distance Operator

Developed quality assurance products targeted at client retention activities and contract life cycle management. Managed operations team accountable for the installation of communication products in Washington, D.C., Suburban Maryland, and Northern Virginia. Served as an installation and maintenance technician in Northern Virginia. Trained on Bell System. Functioned as a Traffic Service Position Systems operator.

- Oversaw twenty-eight sales professionals, support personnel, and operations professionals, as well as a \$53M budget.
- Deployed public communication services with an annual revenue objective of \$85M.

Training

Dale Carnegie Sales Training | Fast-track Management Program for Upper Management Placement – Verizon Communications

Honors

Two Diamond Club Awards (Highest National Sales Recognition) | Two Platinum Club Awards (Regional Honors) | Helped multiple direct report account executives to be honored with Diamond & Platinum Club honors – Verizon Communications