

JASON R. GRANT

A STRATEGIC LEADER WITH RESULTS-ORIENTED EXCELLENCE IN SALES, SALES ENABLEMENT, SUPPLY CHAIN DESIGN AND IMPLEMENTATION, AND QUALITY DRIVEN MANAGEMENT

TRANSFORMATIONAL LEADERSHIP | SALES EXCELLENCE | INNOVATIVE SALES ENABLEMENT

I seek to drive value to a growth-oriented, small, mid-sized or large organization by leveraging my unique blend of experience in sales leadership, supply chain and sales enablement and education. I was part of the team that led sales enablement strategy for FedEx (12,500-strong global sales force, Fortune 500 and Global 500 company with \$60B in revenue last year). I am excited to build on my award-winning career.

I drive results by first partnering with leadership to understand the global strategy and relentlessly aligning my personal and team's objectives/activities. From there, I build repeatable and sustainable solutions to support the activities, coaching to build team engagement, and measurements and dashboarding to communicate the results across the organization. I base my processes on Quality Driven Management methodology (expert).

My proven leadership style is loyal to the highest level of company strategy and focuses on delivering measurable results to show fact-based value across the organization, to sales, and to the customer. I always seek to help executives and people accomplish their goals while using continuous improvement to deliver value to sales and the customer. As a result, I have won the highest level of awards (Five Star and President's Club).

STRATEGIC, GLOBAL LEADERSHIP FOCUS AND RESULTS

Value to Sales

In leading Sales University (Sales U), developed:

- Personalized learning through learning plans and managers guides to support skill coaching and education/exposure and experience.
- Coach2Grow 2.0 to focus coaching on the global core selling fundamentals: call, territory, account and pipeline management.
- 3 new hire programs.
- Core fundamentals tools badging to recognize sales-related growth and learning achievement globally.

The Sales U approach unleashed productivity and innovation breakthroughs:

- 2,300% increase annual asset production due to production scheduling, standardization and sequencing. 400/yr. vs 17/yr.
- \$763,290/yr. avoidance of vendor platform licensing to enable transformation. Solved problems using existing platforms.
- \$647,530/yr. T&E cost removal from New Hire programs as a result of reducing in-person training from 2 weeks to 1 week.
- \$66,900/yr. avoided in content licensing costs by mapping competencies to SkillSoft Enterprise catalog assets.
- 1,137 Learning assets incorporated into the six learning programs reference above.
- 1,603 Skills Diagnostic downloads by Sales.

In leading Customer Education and Application (CEA), my team and peers:

- Developed CEA value partnership with District Sales Managers (methodology and roadshow): Partnered with DSMs to demonstrate CEA's value-added impact on their Coach 2 Grow (C2G) activities, sales objectives, and mutual business results.
 - 36% of DSMs experienced a reduction in customer interaction due to use of strategic CEA resources.
- Developed CEA value partnership with Sales Executives (methodology and roadshow) in the four C2G core fundamentals: call management, account management, territory management, and pipeline management.

In sales leadership, piloted and was the company spokesperson (via video) for the National Freight Box initiative.

Value to Customer

In leading Customer Education and Application (CEA), my team and peers:

- Developed CEA value to customers: By partnering with the customer to understand and quantify the impact of the use of FedEx's tools on their bottom line:
 - Revenue cycle time: Proactively provide customer-centric insights to tool users.
 - CEA deployments led to 97% more use of fedex.com applications.
 - Visibility to secure competitive advantage: Communicate changes and enhancements to tools in advance.
 - Reliability to deliver on-time complete shipments: Use reports and metrics from engagements to quantify the impact of CEA use (ROA).

In my contribution on the Global Customer Solutions (GCS) Center of Excellence (CoE) for FedEx, my team and peers developed seven global workstreams to simplify and standardize global, value-based solutions resulting in:

- \$1.6B USD committed revenue, with \$602M in additional post-launch quarter revenue supported.
- 45% YOY increase on supported CS global projects (from 33 to 48 global projects YOY same quarter)
- OPUS, project management and business partner engagement is a required core tool for GCS, adopted by all CS regions. Quarterly Cycle time reductions realized in customer project submissions.
 - 35% decrease in Submit to Accept cycle times at launch (4.88 days to 3.16 days).
 - 99% decrease in Submit to Accept cycle times post launch to a 0.02 days' cycle time.
 - 71% Post-launch "Submit to Complete" cycle times, decreased from 113.7 to 33.41 days indicating successful adoption and usage. At Launch "submit to complete" cycle time increased 1% (113.7 to 114.88 days) indicating an initial transition learning curve.
- ARK, the global document repository: Successfully achieved adoption and usage by GCS with 54 global users.
 - 671% YOY growth increase—Across all CS regions user access rates grew from 7 to 54 global users.
 - 1600% document accessibility increased, from 24 at launch to 408 documents YOY same quarter.
 - 5333% increase in document download rates. From 6 at launch to 326 same quarter YOY, exemplifying sustainability.
- iSell Case, the global CRM: Sales' engagement of GCS teams varied across regions with multiple and disparate methods of engagement. A universal and globally connected method through iSell Case, created a more efficient and effective solution for Sales.
 - 65% Sales' efficiency improvements - reducing required fields from 20 in IRIS to only 7 in iSell Case.
 - Growth continued as Sales adopted iSell Case as the sole engagement portal for GCS; Requests originating in iSell grew from 55% at launch to 100% YOY.
- Value Innovation (VI) / Pre-RFQ Strategy, proactive Sales engagement of top enterprise global accounts: Results of the global bid avoidance strategy indicated continuous usage / effectiveness.
 - \$24.5M VI revenue potential on 3 project, \$144M on 5 projects during post-quarter launch.
 - \$84M Pre-RFQ revenue potential on 2 projects at launch and \$7M on 1 project in the post-launch qtr.
- Implementation of standardized core documents and templates led to process efficiency of \$1.9B USD of existing or incremental revenue, while streamlining and improving Sales engagement and support.
 - Global SOP - \$267M secured on 10 completed projects (utilized on 20 completed customer projects)
 - 96% reduction in variation with one universal SOP template instead of the prior 24 templates in use.
 - 95% variation reduction was achieved by having a single universal workbook.
 - Cored Decks implemented on 33 completed customer projects securing \$376M at launch and \$104M on 20 completed projects post-launch quarter.
 - Global Implementation Workbook utilized on 21 completed customer projects securing \$943M of new or incremental revenue and an additional \$80M on 5 post launch implementations quarter.

Value across the Organization

In leading the Solutions Design and Implementation (SDI) Vendor Enablement Program (VEP):

- Partnered with the FedEx HealthCare Solutions team to gain traction in the integrated delivery network (IDN) market. Improved customer satisfaction and process efficiency. Developed Weekly Enablement Response Reporting to meet customer needs and address issues reported by Sales, increasing vendor enablement rates.

- Exceeded Cardinal OptiFreight's expectations of 1 converted supplier with by 1200% (12 converted suppliers).
- Leveraged these repeatable processes with B&H Photo, resulting in \$80M win.
- Leverages efficiencies using this report to manage up to five Enterprise Global Tier 1 accounts per quarter (approximately \$55M in revenue).
- Re-aligned team by Vice Presidents of Sales and achieved measurable results by driving value through clearly articulated and communicated presentations to and partnership with SDI to serve the Sales force, gaining trust and increasing requests through this improved customer service, service quality, and process efficiency.
 - Increase of 144% YOY in requests from aligned VP's (data as of 4/1/18).
 - Increase in YOY requests from aligned VP's from 119% in Q1 to 172% in Q3.
 - For March 2018, YOY requests were up 214%.
 - The number of completed projects from aligned VP's have steadily increased since Q2.
 - Increase of 294% YOY in supported revenue from aligned VP's (data as of 4/1/18).
 - FY17 (thru 4/1/17), supported 90 projects from aligned VP's with \$543.9M in revenue.
 - FY18 (thru 4/1/18), supported 130 projects from aligned VP's with \$1.6B in revenue.
 - Increase in completed project revenue YOY of 452%
 - FY18 completed projects from aligned VP's is \$640.4M in revenue compared to \$141.7M in revenue thru the same period in FY17 (data as of 4/1/18).
- Partnered across operating companies and Worldwide Sales teams to offer Third Party Billing option for e-commerce retailers.
 - Successful SmartPost Third Party Billing contributed a total of 1,232 ADV in first month, with annual FY18 total volume of 262K and net revenue of \$1.5M.

In leading Customer Education and Application (CEA), developed feedback loop from field sales to sales solutions to improve customer experience.

PROFESSIONAL HIGHLIGHTS

President and Co-founder, Living Our Covenant

2012-current

- **Covenant Discovery:** Living my purpose and covenant alongside of Christian individuals, families, nonprofits, churches, and business leaders to: DISCOVER | DEVELOP | DRIVE their purpose and covenant, guided by the Bible and in partnership with a local church.
- **Growth and Improvement Strategies:** Partnering to enhance your strengths, identify opportunities, and come alongside you as you develop and drive the transformational strategy God has for you. As partners, I translate your vision and goals into growth and measure our results together.
- **Learning Solutions:** Partnering to simplify the complex into processes, training, and tools that everyone can apply to drive God's purpose.

Sales Enablement and Solutions Leadership, FedEx

2016-2019

- Strategically placed by leadership to lead 3 teams to measurable results enabling sales.
 - Led SDI Global VEP to drive value to sales through strategic consultation, development and design of inbound and drop ship supply chain solutions for the largest companies in the world. Managing 75+ projects (approximately \$1.3B in net revenue).
 - Led Customer Education and Application (CEA), initiating strategy to drive quantifiable value to Sales leadership and executions as well as customers.
 - Led Sales U: drove C2G Global strategy and build foundation of key performance indicators (KPIs) for global opportunity management.
- Shining Star Award for building foundation for Sales U C2G 2.0 (global sales methodology).
- Global Center of Excellence (CoE) contributing team member developing and driving global sales and implementation business acumen.
- Rising Star Award for three PPQA (quality and continuous improvement) submissions.
- Cultural Ambassador for VP organization.

Sales Leadership, FedEx

2011-2016

- Managed three levels of sales teams

- #1 sales manager in the company (President’s Club)
- Super Star Award#1 sales manager twice (division)
- Team of the Year award (company-wide)
- Pillar of Excellence award
- Continuous improvement and quality award (PPQA)—for National Freight Box pilot and video
- Led QDM efforts (region and division)
- #1 in international revenue growth (region)
- Cultural ambassador for Director organization
- Contributed tools and consulted to Sales Enablement and Solutions

Sales Executive, FedEx

2001-2011

- #1 sales executive in the company, district, region and division (President’s Club)
- Five Star company-wide award for innovative organizational contributions
- Account Executive of the Year (district, region, division)
- Best year: \$12M net YOY growth (Q1: 189.98%, Q2: 212.83%, Q3: 250.02%, Q4: 334.22%)
- Advised Sales Enablement and Solutions (Sales Advisory Board)

APPLIED KNOWLEDGE AND DEMONSTRATED STRENGTHS

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| ◆ QDM expert certification and deep use of QDM for problem solving and continuous improvement | ◆ Innovative learning and process development |
| ◆ Strong, innovative leader who casts vision and aligns teams to achieve the vision | ◆ Company culture and emotional intelligence woven into everything |
| ◆ History of Sales Force enablement | ◆ Agile to adapt and drive towards Company’s initiatives |
| ◆ Charismatic presentation skills | ◆ High anonymous employee survey results taking over historically troubled teams |
| ◆ Coaching/motivating/mentoring | ◆ Experience leading virtual team |
| ◆ Partnership with leadership to gain buy-in | ◆ Managing external vendors |
| ◆ Collaboration and team building expertise | ◆ Hiring and building strong, strategically-focused teams |
| ◆ Application of adult learning principles | |
| ◆ Advanced financial and negotiating skills | |

EDUCATION

B.A. in Liberal Arts, Minors in Business and Communications, Seton Hill University, Greensburg, PA

OTHER

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| ◆ Ability and desire to travel or relocate domestically and internationally | ◆ YMCA Board of Directors |
| ◆ Deacon at The Orchard Church | ◆ YMCA Operational Oversight Committee |
| ◆ Developed Strategic Growth Plan for Living Word Congregational Church | ◆ YMCA Metro Board Branch Ambassador |
| ◆ Vice Chair of Christian Fellowship Academy School Board | ◆ March of Dimes Revenue Committee |
| | ◆ United Way Leadership Giver |
| | ◆ Pittsburgh Technology Council, FedEx contact |
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