

## BUSINESS DEVELOPMENT MANAGER

### Sales & Account Professional

Highly experienced Senior Account Manager, focused on maximizing sales and expanding network connections, by directing every account systematically and logically. Will take ownership as a vital role while fulfilling the company's mission and exceeding the organization's long term objectives.

#### Signature Strengths

- Business to Business
- Business to Customer
- Contract Negotiation
- Calm Under Pressure
- Account Management
- Total Quality Management
- P&L Management
- Business Development

#### Career Accomplishments

Business Development Manager 07/2005 to Current Company Name City , State

Acquired and established successful business development, operations and high impact initiatives throughout the Dallas market. Collaborate through consultations with decision makers to meet their specific needs for new and repeat business. Created successful business and marketing plans, long term strategies (1 year, 3 year, and 5 year). Recruited and managed contract labor, day workers and W2 employees in a high turnover business.

#### **Delivered Results** Â

- Recognized as top sales generator, increasing sales level by 60% in 2007 alone.
- Developed department's first incentive performance plan which motivated staff and resulted in 23% average sales increase annually.
- Managed a portfolio of 25 simultaneous accounts, which generated \$400 thousand in revenue.
- Grew client base from 2 accounts to over 50 accounts in 5 years.

Senior Student Loan Consultant 06/2013 to 02/2015 Company Name City , State

Drive sales as in a leadership position. Negotiated details Loan forgiveness programs to clients based on their needs and interests, resulting in cost effective payments and forgiveness of student loans ranging from 20-100%. Trained new sales staff on policies and procedures. Supervised 20 account executives and served as senior closer. Consistently met and exceeded company expectations for productivity and client retention.

#### **Delivered Results** Â

- Consistently ranked in top 10 of sales representatives out of 75 representatives in the company Successfully Acquired a portfolio of over 400 clients, which generated \$200 thousand in revenue per year.
- Guided more than \$12 Million dollars in forgiveness for clients in my portfolio.
- Established 21 new accounts in first month.
- New sales representative record.

Territory Sales Manager 02/2007 to 03/2009 Company Name City , State

Created strategies to expand client base with homeowners, businesses and grow existing customer sales through referrals. Monitored market conditions, product innovations and competitor activity, and adjusted account sales approach to address latest market developments. Attended trade shows, sales conferences, networking opportunities to create successful, on-going business relationships

#### **Delivered Results** Â

- Managed organization's third largest region and performed full sales cycle duties, increasing annual sales by 20%.
- Established more than 30 new accounts, earning a combined revenue of short of \$1M.

Route Sales Associate 08/2003 to 02/2007 Company Name City , State

Negotiated new promotions with Fortune 500 companies, including Wal-Mart, Sam's Club, Target and Kroger. Collaborated with other account managers to prepare and deliver performance updates and quarterly business projections and reviews. Responsible for ensuring the delivery of products to stores within market, ensuring product availability at all points of purchase.

#### **Delivered Results** Â

- Managed a portfolio of large format accounts, which generated over \$1.5 million in revenue per year.
- Ranked in top 15% of sales representatives out of 80 representatives in the North Dallas region.
- Identified by Frito Lay Board of directors for Sales and Presentation performance in highest profile stores in nation.
- Highest Producing sales route in North Dallas Market in 2005.

Skill Trainer 01/2001 to 01/2004 Company Name City , State

Managed a comprehensive workload with responsibility for a diverse range of functions, serving as Host, Prep Cook, Short Order Cook, and Cook as required by management. Implemented higher standards of quality service for restaurant serving staff, achieving high levels of guest satisfaction and increased customer retention levels. Delivered comprehensive training to new night shift servers and provided guidance and support to 8-14 servers on daily basis.

Production Manager 01/1998 to 01/2000 Company Name City , State

Responsible for a vast range of operating functions including management of not for profit commercials/public service announcements. Served as Director and Producer for all university football and basketball games, ensuring the highest levels of quality commentary. Hosted radio and talk shows, playing diverse musical styles including Jazz, Hip Hop, R&B, Blues and Gospel. Performed several Public Service events to uplift the local community such as Toy Drives, Promotions for local businesses, and University Rallies.

Shift Manager 01/1994 to 01/1996 Company Name City , State

Promoted to Manager within one year based on an exemplary work ethic and demonstrated commitment to company goals and objectives. Efficiently resolved customer problems or concerns to the satisfaction of all involved parties. Identified measures to reduce labor cost by 20%.

#### Education

Bachelor of Science : Business Management Grambling State University City , State

Football Team

United States Racquetball Association

#### Skills & Qualifications