**Experience:**  
  
- Professional Experience  
  
Noregon Systems - Greensboro, NC  
Business Development Manager 2016–Present  
Formulate and implement innovative marketing solutions to optimize customer targeting. Take charge of generating client proposals for   
  
presentation to the Executive Team. Project future trends and develop solutions to secure maximum benefits and profitable results.   
  
Motivate and collaborate with the sales teams to successfully achieve quarterly goals. Provide guidance and leadership to the Sales   
  
Team in driving sales performance. Facilitate training and performance improvement activities to continuously improve skill sets of   
  
sales personnel. Keenly evaluate market trends, competition, and customer requirements to support sales planning and decision-making   
  
activities.  
  
Key Highlights:  
Keenly determined discrepancies and areas of opportunity for improvement, and introduced new and improved processes and policies to   
  
enhance operational efficiency and productivity  
Played a major role in improving monthly sales from $350K to $650K  
Successfully secured high-net-worth clients for the company  
Designed and implemented strategic action plans to grow existing customer sales, which brought forth 50% increase in monthly sales  
  
Technical Sales and Service Manager 2015–2016  
Guided and mentored sales staff and presided over educational seminars on various company products and services. Participated in   
  
updating the current product lines and making new product innovations. Provided information to customers on their concerns and   
  
inquiries related to product, prices, and availability.  
  
Key Highlights:  
Seamlessly handled negotiations for a $1.5M deal with the New York State Department of Transportation  
Organized and conducted sales and training calls for Canada and more than 12 states in the United States  
  
AutoZone - Battle Creek, MI  
Territory Sales Manager 2014–2015  
Managed schedules and an average of 54 appointments per week. Observed market conditions, product innovations, and competition; and   
  
made improvements to sales strategies based on latest market developments. Initiated training for the Sales Team on educational   
  
products at special events and seminars. Designed and implemented territory sales plans to effectively meet and surpass established   
  
sales goals.  
  
Key Highlights:  
Gained distinction for being in the top 25 sales of the company  
Made significant contributions in expanding assigned market by more than 100% within a year  
Pioneered a worst-to-first transformation in three months, which involved changing the culture of the Sales Team and the buyers  
  
Haylett Auto and RV - Battle Creek, MI  
General Manager 2011–2014  
Managed staffing requirements, which involved recruiting, interviewing, training, and retaining retail talents for the company.   
  
Created business plans and budgets; and performed quarterly and semiannual business reviews. Established daily tactical and long-term   
  
strategic activities in the business.  
  
Key Highlight(s):  
Implemented comprehensive administrative and procedural processes to streamline operational accuracy and efficiency  
  
Value City Furniture - Battle Creek, MI  
Assistant Sales Manager 2007–2011  
Rendered effectual support to customers in using and operating the merchandise. Assumed responsibility in opening and closing the   
  
store, which involved counting cash, opening and closing cash registers, and assigning staff duties. Oversaw daily operations to   
  
ensure alignment with merchandising standards. Continuously provided exceptional customer service at every interaction. Offered   
  
personal recommendations to clients while building positive work relationships.  
  
Key Highlight(s):  
Designed innovative action plans to grow existing customer sales, which brought forth significant increase in monthly sales  
  
Lassen Pontiac Buick Cadillac - Battle Creek, MI  
Sales Person, Sales 2006–2007  
Took charge of maintaining the cleanliness and order of the showroom and product displays. Maintained knowledge of current market and   
  
product trends to effectively address customer inquiries and concerns. Consistently delivered exemplary customer service to establish   
  
and promote company brand.   
  
**Education:**  
  
- Education and Credentials  
  
Coursework in Communications  
Kellogg Community College - Battle Creek, MI   
  
**Affiliations:**  
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**Skills:**  
  
Core competencies include:  
  
Sales Forecasting  
Market Research  
Client Prospecting  
Retail and Merchandising  
Customer Service  
Store Management  
Cross-functional Team Leadership  
Personnel Training and Management   
  
**Additional Information:**  
  
  
- Training  
  
Speak Easy Sales Training  
General Motors Sales Certification   
  
**Reference:**  
Available upon request.