

EXECUTIVE SUMMARY

Twenty years of experience in sales and operations with a proven track record of meeting assigned targets for profitability and achieving strategic objectives through the configuration of KPIs and effective P&L management. Known for maintaining and expanding relationships with strategically important global accounts and building long term partnerships that benefit both organizations. Solutions oriented and results driven with a focus on collaborating across functions, leveraging internal and external resources, and implementing changes that lead to operational efficiency and continuous improvement. Leader by example with an open approach to communication and a reputation for identifying and developing talent.

- Strategic Planning
- Account Management
- SOP Compliance
- Change Management
- Contract Negotiations
- Training & Development
- International Exposure
- Budget Oversight
- Talent Management

SELECT ACCOMPLISHMENTS

- Grew Company X's import business within the Raleigh market by leveraging air freight product strength to differentiate from competitors; created additional services internationally that cut a full day in transit off the industry standard and drove profit margins to over 25% (10% above industry norm).
- Oversaw P&L objectives for branch operations bringing in \$25M of annual revenue; recognized as station of the month three times based on GP attainment and exceeded bottom line budget by \$1M twice.
- As Area Sales Manager, mentored and guided two top performers to achieve their career goals and as District Manager, promoted seven individuals at least one level within the organization; held regular one-on-one meetings, identified and secured opportunities to build skill sets, and leveraged internal networks to increase exposure.
- Delivered bottom line growth of 5% and \$1M over budget at bottom line in a challenging economic climate (2010); built relationships with high potential accounts, maintained relationships with existing accounts, and effectively managed costs.

PROFESSIONAL EXPERIENCE

Company X | City, State

2002 – Present

Area Sales Manager (2012 – Present)

- Manage a team of 11 sales people across three states with a book of business totaling over \$20M; earned \$100K in incentive monies in 2013 – top three among field sales teams across the country.
- Led sales team in the engagement of high value targets with revenue potentials over \$5M; successfully closed seven accounts totaling over \$40M in less than 12 months.
- Selected by VP level executives to participate in the Build Your Skills Career Development Program; 100 employees are chosen annually out of 30,000.
- Successfully led efforts to invest in a new sales team member in Jacksonville, FL; business case was presented to VP of Sales and focused on increased exposure within the territory as well as growth of existing accounts.
- Took over responsibility of GA and TN sales teams for seven months after the resignation of Atlanta's Area Sales Manager; incorporated teams into daily work load, actively engaged team members, and led them to achieve higher than expected sales goals.

District Manager (2005 – 2012)

- Collaborated with sales, senior management and local sales force to close a new customs brokerage target; increased file count by 30% leading to additional staff and lowered labor costs through the reduction of overtime.
- Nominated by the CEO to be an internal advocate and executive sponsor for Sweden and Denmark trade lanes; traveled extensively to assist with sales, built relationships with international staff, and expanded existing business by identifying and resolving concerns and uncovering missed opportunities.

- Created a first in company flat rate pricing model to purchase local trucking services allowing for after-hours service and the opportunity for DHL to distinguish itself from local competitors.
- Assembled a team to coordinate the movement of a U.S. Navy submarine from Key West, FL to the African Coast in less than four days; collaborated with internal and external stakeholders across time zones to ensure mission critical deadlines were met ultimately strengthening DHL's relationship with the military.
- Identified under-performers and realigned roles and responsibilities to correspond with their skills and interests; organizational changes boosted moral and led to the largest increase in employee satisfaction year over year in 2011.
- Built a better understanding of international partnerships and grew sales internationally by traveling extensively throughout the U.K.; identified new and existing high potential clients and expanded opportunities for quoting new business.

Account Executive (2002 – 2005)

- Collaborated with international offices to sell air freight, ocean freight and customs brokerage within the Greensboro, NC and Raleigh, NC markets to a variety of companies ranging from small businesses to multi-national organizations.
- Followed up on internal leads and conducted proactive outreach to qualify business and build relationships; provided quotes and implemented business plans in collaboration with local management.
- Generated a minimum of 10 sales leads per month for offices overseas generating at least \$1K in monthly commissions; conducted prospect research, cold called potential clients, and connected qualified leads to multiple sales campaigns.

Company Y | City, State

1999 – 2002

Branch Manager

- Selected by the VP of Operations to open an office in the Raleigh market; oversaw sales and operations and grew the office to a staff of six full time employees within two years.
- Identified a new segment of business within the US Government and turned a cold call lead into one of the largest air export customers within the organization by establishing and building relationships with key stakeholders in the U.S. and Germany; leveraged connections to land four new customers within the same segment.
- Traveled throughout the U.S., Belgium and Germany to visit customers on-site, strengthen relationships and identify opportunities to expansion.

Company Z | City, State

1995 – 1999

Export Coordinator & Sales

- Handled all aspects of air/ocean export transactions within the Raleigh market; built relationships with new and existing customers, prepared quotes, ensured appropriate documentation and managed logistics.

EDUCATION

Campbell University, Buies Creek, NC
Master of Business Administration

University of North Carolina, Chapel Hill NC
B.S., Business Administration

CERTIFICATIONS & TRAINING

IATA Dangerous Goods Certification, 1995 – Present
DHL First Choice Bronze (Six Sigma White Belt Equivalent)

DHL Trainings: Quest for Sales Excellence, Negotiating to Win & Effective Sales Management

PROFESSIONAL ORGANIZATIONS

NC World Trade Association, 1995 – Present