

# First I. Last, CREDENTIALS

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## VP SALES

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Strong sales management executive with a strong track record of successful leadership as a dedicated mentor and trainer. Consultative, relationship driven approach has led to multi-year, multi-million dollar contracts, and recognition as top performing sales professional. Results oriented problem solver with a reputation for getting the job done.

## SUMMARY OF SKILLS & QUALIFICATIONS

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- ## years of experience in management, sales, and customer service
- Ability to work in a team or independently with minimal supervision
- Strong relationship builder and excellent negotiator
- Excellent communication, interpersonal, organizational and problem solving skills
- Ability to multi-task effectively
- Provide superior customer care, team spirit, and training
- Proficient in Internet Explorer and all Microsoft Office programs

## PROFESSIONAL EXPERIENCE

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**COMPANY NAME**, City

March 2003 – Present

Positions Held: Vice President Sales, Central Canada

Vice President Operations

Director Sales, Financial Services

Director Sales, Global Carrier Services

Account Manager, Enterprise Sales

### Vice President Sales, Central Canada

Responsible for the Financial Services, Enterprise, Public Sector, Mid Market and Technical Sales teams in Central Canada. With direct management responsibility for a team of \_\_\_\_\_ direct and technical sales people with revenue targets exceeding \$\_\_\_\_\_ million

Achievements:

- **Increased results of the Sales Team by 5%** year over year for each of the past two years.
- **Established net new, multi-million dollar, long term agreements with \_\_\_\_\_**
- **Turned over the entire Sales Management team** and 35% of the Direct Sales Team in year one in order to drive the results required.
- **Introduced detailed Performance Management Program** in conjunction with Human Resources to maximize results.
- **Improved sales productivity and participation rates** by 10% in year one and 20% in year two.
- **Introduced a rigorous Technical Sales certification program** for all Technical Sales resources.
- **Introduced a comprehensive Sales Account Management planning program** for all Enterprise Account Managers.

- In the midst of all the change have **achieved the highest Employee Engagement scores in the entire company.**

### **Vice President Operations, Business Unit**

Responsible for supply chain, service delivery, management and maintenance of all \_\_\_\_\_ solutions. Direct management responsibility for a team of 200, profitably growing revenue and customer satisfaction through continued process improvement and innovative solutions.

Achievements:

- **Successfully integrated three separate acquisitions** in a three year period.
- **Reduced operating budget** by 10% in year one and 15% in year two through process optimization, systems integration, resource rationalization and real estate consolidation.
- **Established a uniform supply chain, service delivery and service management process**
- **Launched a Centralized Unified Communications Network Management Center** that leveraged the geographically dispersed skill sets of each of the acquisitions in order to drive superior Customer Service within an optimal cost structure.
- **Worked in conjunction with Marketing to introduce several new products into the market.**
- **Implemented Customer Satisfaction Survey program in 2007** (*in conjunction with Ipsos Reid*) and have achieved results well above industry standards every year since.
- **Cisco Market Mover award for Canada in 2008, 2009 and 2010.** Partner of the year for each of the past 5 years running.

### **Director of Sales, Financial Sales**

Responsible for the business relationship with all of the domestic and international financial institutions located in Canada. Direct management responsibility for a team of \_\_\_\_

Achievements:

- **Exceeded branch revenue targets** each year in role.
- **Grew business** by 8% in year two by landing significant Networking contracts with \_\_\_\_ and \_\_\_\_
- **Partnered with AT&T to successfully deliver a Global Network solution** to \_\_\_\_
- **Grew IP Networking business** by 15% year over year each year in role by effectively positioning the company's superior \_\_\_\_\_ solutions.

### **Director of Sales, Global Carrier Services**

Responsible for the business relationship with all domestic and international carriers. Direct management responsibility for a team of \_\_\_\_\_ with revenues exceeding \$\_\_\_\_ million.

Achievements:

- **Established \_\_\_\_\_ as the Data Network Provider of Choice** in Canada for \_\_\_\_ and \_\_\_\_
- **Grew Global Carrier Services business** by 15% in year one and 8% in year two.
- **Worked closely with Marketing on extensive Branding activities** to support aggressive growth targets in the Global Carrier Market.
- **Worked with Domestic Service Providers** \_\_\_\_ and \_\_\_\_ to enable the launch and expand their home phone service solutions.

## EDUCATION AND TRAINING

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Diploma/Degree, **INSTITUTION NAME**, City, PROVINCE – 2007  
Certification, **INSTITUTION NAME**, City, PROVINCE – 2010  
Training Program, **INSTITUTION NAME**, City, PROVINCE – 2011

## REFERENCES

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Available Upon Request