

Joe Jobscan

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BUSINESS & MANAGEMENT SKILLS

- Strategic Direction
- Business Planning
- Relationship Management
- Coaching
- Vision/Passion
- Talent Management
- Sales Experience B2B/Alliances
- Business Value
- Forecasting
- C-Level Sales
- Articulate Presenter
- External Partners
- Proven Track Record
- Financial Targets
- Resource Allocation
- Performance Metrics
- Confidence

PROFESSIONAL EXPERIENCE

Nico, Toronto, CA Aug 2017 – Mar 2020

Business Development/CEO

- **Business Development and COO accountability** making collaborative recycling industry partnerships and growth happen.

Techno Services, Seattle, WA | Jul 2012 – Aug 2017

VP, Customer Experience (May 2015 – Aug 2017)

Promoted to manage, rally and motivate 300-member cross-functional team spanning Sales, Service, Install, Customer Care, Information Technology Call Centres and Northern Bahamas Operations.

VP, Sales (Jun 2012 – May 2015)

Defined and executed a global sales and support engagement model. Including staffing Inside Sales, Retail and Commercial teams. Promoted because of proven leadership skills.

- **Captured government and healthcare cloud services contract** for electronic health initiative.
- **Acquired highest yearly revenue** in company history YOY. (\$100M +)
- **Personally, closed Baha Mar resort**, generating 25M in new revenue annually.
- **Developed innovative Customer Service** turnaround plan with effective performance metrics.
- **Re-engineered internal policies** to increase efficiency and implement customer satisfaction plan:
 - Replaced open-ended day appointment with a two-hour install and service window.
 - Removed silos and trained techs in all products and services, creating a One Tech solution.
 - Empowered and inspire teams, raising Employee Engagement score **82%** within one year.
- **Developed and launched tools** to achieve Data Driven Customer Experience Excellence:
 - Automated technician mobile app and GPS for transportation routing efficiencies and ability to audit jobs.

Verizon, New York, NY | Oct 2005 – Jun 2012

Dealer Sales Manager

Partnered extensively with external consultants to produce optimal dealer contracts and strategize dealer compensation operations across pricing margins and commission structures.

- **Developed Customer Experience guidelines** that were implemented in all dealer stores.
- **Advised senior and executive management on methodical sales strategy**, achieving unmatched success within the dealer network:
 - Increased sales in all major product areas
 - Overturned sales performance within stagnating locations increasing customers.
- **Directed the opening and management of dealer sales for a new Canadian start-up**; signed and managed a network of 30 dealers with monthly revenue exceeding authorized retailer big box sales for Canada.

Cellular Worldwide, New York, NY | Jan 1999 – Oct 2005

International Consultant, Customer Experience Wireless

Played a pivotal consultative role in defining retail standards, delivering significant sales wins, and increasing customer satisfaction and dealer network development.

- **Initiated retail training program** to modularize sales operations and customer experience skills.
- **Leveraged strong product knowledge to produce a handbook** covering sales strategy, distribution networks and marketing solutions.

MILITARY LEADERSHIP

United States Army, **Jun 1987 – Jul 1993**

EDUCATION

New York University, New York, NY, **Oct 1994-Dec 1998**

Bachelor's in Communications