

DON GRANT

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Syracuse, NY 44587

SALES PROFESSIONAL

Account Management & Customer Service

Adaptable, Reliable, and Dependable **Sales Professional** with 16+ years of extensive experience in developing, and directing a Sales and Account Management Operations; actively seeking a challenging role in transforming Sales Management, ideally with a progressive company. Distinguished top performer, well-versed in providing assistance to clients in various aspects and troubleshooting arising problems maintains a proven track record in meeting and exceeded targeted sales objectives.

Highly energetic professional maintains **proven expertise** in executing various Sales initiatives, increasing revenue, managing customer accounts and **driving market growth**. Exceptional problem solver exhibits a flawless record of cultivating company's sales department. Highly effective communication abilities, demonstrated persuasive and negotiation expertise together with strong organizational skills ensure consistent achievement of assigned targets. Renowned leader executes sales strategies that promote and determine potential customers which ensure to meet company goals.

- ✦ Account & Relationship Management
- ✦ Exceptional Customer Service Skills
- ✦ Skillful Communicator & Negotiator
- ✦ Consultative Selling & Sales Lifecycle
- ✦ Strategic Planning & Team Training
- ✦ Strong Interpersonal & Presentation Abilities

CAREER HISTORY

Holden Scientific
Sales Representative
Syracuse, NY

Dec 2013 – Jan 2015

- ✦ Delivered remarkable customer experience, and managed the resolution of various customer issues to minimize cancellations, **maximize customer retention** and increase company revenue.
- ✦ Consistently **met and surpassed targeted objectives**, and exceeded quota in 2014; sold equipment and protective gear to police and fire departments; based on customer's unique needs made recommendations for the most suitable products or services out of the company's portfolio.
- ✦ Drove efforts to develop, coordinate, and achieve all short and long term sales objectives; **accelerated current customer base and established new contacts**; demonstrated the ability to quickly establish rapport and credibility and build solid business relationships with key decision makers.

ASC INC
Installation Technician
Syracuse, NY

Mar 2013 – Dec 2013

- ✦ Held accountable for performing computer network infrastructure installation; executed each activity to drive the customer experience in a positive way; demonstrated perceptiveness for client's needs and **delivered exceptional customer service**.
- ✦ Delivered comprehensive support to customers in a prompt and effective manner; established productive working relationship with customers to determine their unique goals and objectives; **provided clients with professional advice, and customized services** in order to identify and meet their expectations and enhance company's growth efforts.

Chapter 2 Associates
Independent Sales Executive
Syracuse, NY

2010 – 2013

- ✦ Utilized a variety of sales techniques, to meet assigned targets for profitable sales volume and strategic objectives within assigned accounts; ensured each sales activity is leading towards **sustainable revenue growth**; carried out the sales operations in a professional, succinct, ethic and persuasive way resulting in significant revenue and sales increase of company products and services.

- ✦ **Sourced for new contacts** to generate business through the utilization of various prospecting initiatives; provided substantial assistance and **facilitated effective resolution of arising issues**.

Excell Group

2006 - 2009

Account Manager

Syracuse, NY

- ✦ Performed key account planning to identify, develop, and close business opportunities in support of business plan and strategic objectives; **surpassed quota multiple years**.
- ✦ Developed training materials, **trained and professionally developed new hires** in a fast paced environment; strived for maximum team performance and ensured all staff understand and comply with company's principles, techniques, and procedures.
- ✦ Assumed responsibility for the overall sales process and sales related activities required to create a profitable book of business; **established and managed existing and new customer relationships** contributing to the development and acquisition of new customer accounts.
- ✦ Provided significant logistical support to clients; **negotiated final cost** and best value deals; defined contract's terms and conditions that best support company goals.
- ✦ Successfully **managed A/R of almost \$7 Million** in reoccurring revenue; built and cultivated strong working relationships with third party vendors and VAR's.

Sun Shine Guard INC

1998 - 2005

Account Manager (2003 - 2005)

Product Consultant (2002 - 2003)

Application Specialist/Analyst (1998 - 2002)

Syracuse, NY

- ✦ **Worked in conjunction with various departments** within the organization to ensure synergy, effectiveness, and continual improvement of the customer relationship management efforts.
- ✦ **Resolved customer issues promptly and effectively** in a way that met customer expectations; handled the annual renewal of customers; carried out the sales initiatives in a professional, succinct, ethic and persuasive way resulting in over \$5 Million in reoccurring revenue for the company.
- ✦ **Devised highly effective marketing and sales strategies**, improving business performance and strategic position; generated robust reports enabling the business to make more informed decisions.
- ✦ **Drove the business forward** by conducting demonstration of over 10 different public safety related software applications to over 100 prospective and existing clients; demonstrated outstanding ability to mentor and effectively **train IT and public safety staff** on software application use.

EDUCATION, AWARDS & TECHNICAL SKILLS

Seminole State College, Oviedo, FL

Fire Science/ Liberal Arts

Firefighter, Emergency Medical Technician

Richardson Consultative Selling, Pittsburgh, PA, 2015

Miller Heiman, Conceptual Selling, Lake Mary, FL, 2006

American Management Association, Fundamentals and Techniques of Selling

Awards: Presidents Club Multiple Years for Exceeding Sales Quota

Microsoft Office Suite ✦ Windows ✦ IBM AS400, I Series, I/5 ✦ Windows Server ✦ HTML ✦ C++
Java ✦ Visual Framework ✦ RPG4 ✦ UNIX ✦ Goldmine ✦ Salesforce.com CRM ✦ Concur ✦ RFID ✦ GPS