

# JANE SMITH

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## SENIOR-LEVEL BUSINESS MANAGER WITH 20 YEARS OF LEADERSHIP EXPERIENCE

Account & Relationship Management/New Business & Lead Development/Contract & Vendor Negotiations

### EXECUTIVE SUMMARY

An innovative, solutions-oriented, and results-driven strategic business leader with a career demonstrating outstanding performance and progressive experience in the management of large corporate travel programs with spend budgets in excess of \$80M. Articulate communicator, presenter, and facilitator adept in sourcing and negotiating contracts, mitigating risk, establishing effective and productive client relationships, and strategically managing vendor performance to consistently surpass key corporate objectives. A catalyst for positive change with a proven ability to develop constructive relationships and teams with a broad and diverse group of cross-functional business partners, influence key internal/external stakeholders, and establish a cooperative climate across multiple departments. Superior interpersonal, organizational, critical-thinking, and analytical skills. Exceptional written, oral, and technical aptitude. Proficient in Microsoft Office, PeopleSoft, SAP, and various travel industry technologies.

### CORE COMPETENCIES

- *New Business Development*
- *Global Account Management*
- *Cost Productivity/Containment*
- *Client Discovery & Education*
- *Presentations/Public Speaking*
- *Contract/Price Negotiation*
- *Project/Program Management*
- *Risk Assessment/Mitigation*
- *Business Process Reengineering*
- *Staff Training & Development*
- *Client/Vendor/Supplier Relations*
- *Budget/Resource Administration*
- *Group Collaboration/Leadership*
- *Performance Tracking/Reporting*
- *Targeted Territory Management*

### CERTIFICATIONS

- Certified Corporate Travel Executive (CCTE), Global Business Travel Association

### SPECIALIZED TRAINING

- Travel and Tourism Seminars, American Transportation Institute

### PROFESSIONAL EXPERIENCE

#### ABC Company

Any Town, USA

Dec. 2010 - Aug. 2011

#### *America's Regional Business Manager*

Directed an \$80M travel program for a global investment bank within the United States, Argentina and Mexico for an international travel services organization.

- Oversaw a team of twenty (20) including the Operations Manager and nineteen (19) agents; managed all aspects of the travel contract to align with the global contract, monitored key performance initiatives ensuring compliance with contract requirements, and proactively administered the contract renewal process.
- Provided superior customer service; developed and executed costs savings strategies, created and presented consultative client business reviews and served as a key advisor in the improvement of travel programs.
- Worked in tandem with the Finance Team to manage client billing; monitored the preparation of and delivery of monthly financials, supported client billing requirements, answered questions and resolved problems.
- Negotiated competitive rates with suppliers; leveraged established relationships to secure deep discounts.

#### ABC Company

Any Town, USA

Jan. 2007 - Sept. 2009

#### *Travel Manager/Senior Contracts and Vendor Performance Management Specialist (Sept. 2007 - Sept. 2009)*

Hired on full-time from a contractor role to design and implement a new \$20M travel program for a leading Fortune 50 company and mortgage finance company.

- Led project rollout to 6,500 travelers in multiple regions nationwide; conceptualized and executed training to introduce and maintain new travel program.
- Sourced and secured travel vendors and improved existing contracts by 15%; implemented new airline contracts and further reduced costs through competitive pricing options.
- Monitored travel agency Service Level Agreements; resulted in 99.6% performance to terms.
- Managed the performance process for over 100 vendors; designed customized project plans to ensure ongoing performance and ROI, provided financial analysis, risk mitigation and formal business reviews, and ensured compliance with contract terms.

## PROFESSIONAL EXPERIENCE (CONTINUED)

**Selected Accomplishments:**

- Achieved travel program savings in excess of 25% within the first year.
- Stakeholder and program satisfaction measured at 97% during the first year.
- Reduced transaction costs by 20%; implemented and integrated new Cliqbook online travel technology with Concur expense management tool, mandated travel program use, and increased online adoption to 80%.
- Selected to expand Travel Manager Role and take on the strategic account management of a suite of mission critical vendors.

**Contracts and Supplier Management Specialist, Corporate Procurement (Contractor, Jan. 2007 - Aug. 2007)**

- Directed the contract process and negotiations for travel events, travel vendors and professional services.
- Managed the Request for Proposal (RFP) process for a new travel management company and related vendors; resulted in substantial savings.

**ABC Company**

Any Town, USA

Dec. 2005 - Nov. 2006

**Sales Director, Mid-Atlantic Region**

Developed and executed strategies to capture sales and increase customer base throughout the Washington DC metropolitan area for a leading online global travel management company.

- Oversaw the entire sales lifecycle for target market with a minimum of \$4M in airline sales; identified and prioritized business opportunities, presented services, closed sales and negotiated contracts.
- Developed expertise in online technology; utilized skills for client presentations and training.
- Consistently exceeded aggressive sales goals; territory was expanded to include PA, DE, RI, MA, NH, and ME.

**ABC Company**

Any Town, USA

Jan. 1994 - Dec. 2005

**Regional Director, Corporate Sales and Service**

Recruited to create a new position spearheading the development of the Washington DC region for a Boston-based, national travel management company.

- Designed and implemented a business development strategy throughout the territory; identified client opportunities, developed and presented proposals, coordinated RFPs, and closed sales.
- Effectively and professionally negotiated, communicated, and represented each account.
- Opened sixteen (16) travel offices including a Regional Headquarters, two (2) Branch Offices, and thirteen (13) client dedicated on-site travel offices as a result of increased sales.
- Recruited, trained and supervised a team of three (3) Account Managers; consistently coached and developed staff to provide strategic account management, establish long-term relationships and deliver significant ROI.

**Selected Accomplishments:**

- Increased revenue in the Washington DC metropolitan area from \$500K to over \$150M.
- Grew territory to become the 2<sup>nd</sup> largest region (after Boston Headquarters); resulted in the agency status increasing from #20 to #9 in national travel industry ratings as published by Business Travel News.

## EDUCATION

**Bachelor of Science Degree in Business Administration and Marketing** - Mary Mount College, Any Town, USA  
**Associate of Science Degrees in Business Administration** - Northern Virginia Community College, Any Town, USA

## PROFESSIONAL AFFILIATIONS

- Director of Sponsorships, Any Town USA Business Travel Association
- Member, Global Business Travel Association ▪ Member, Association of Certified Travel Executive

*References Furnished Upon Request*