

SAM SMITH

123 Any Street • Any Town, USA 12345

Mobile Telephone: 123.456.7890 • Home Telephone: 123.456.7890 • Email: samsmith@hotmail.com

EXPERIENCED CORPORATE TRAINER/IMPLEMENTATION SPECIALIST

Process Development & Improvement/Instructional System Design & Delivery/Group & Classroom Facilitation

PROFESSIONAL PROFILE

A dynamic, results-driven, and solutions-focused Sales and Training Professional contributing 15+ years of progressive experience and a proven track record of building strong performing teams and successfully leading and educating management and front-line employees in a variety of blended and classroom learning techniques. Recognized as a skilled communicator, facilitator, and presenter with a unique ability to effectively craft and employ new policies and procedures, enhance internal programs and processes, create and deliver training materials in a motivating manner, and develop constructive relationships with a broad and diverse group of cross-functional business partners. Superior interpersonal, organizational, analytical, decision-making and troubleshooting skills. Microsoft Office proficient.

CORE COMPETENCIES

- *Instructional Design & Delivery*
- *Management/Staff Training*
- *Policy/Procedure Development*
- *Data Analysis & Reporting*
- *Software Review & Adaptation*
- *Project Planning/Management*
- *Performance Assessment/Audits*
- *Public Speaking/Presentations*
- *Facility Set-Up & Enhancement*
- *Creative/Procedural Writing*
- *Personnel Management/Coaching*
- *Program Creation/Administration*
- *Content/Curriculum Development*
- *Group Collaboration/Facilitation*
- *Process Innovation/ Improvement*

PROFESSIONAL EXPERIENCE

ABC Company

Any Town, USA

Jan. 1995 - Nov. 2009

Corporate Director of Sales Systems and Training (1999 - 2009)

Developed, implemented, and managed all aspects of a Sales Call Reporting System, Sales Call Audit Process, Sample Management Process, Food Show Equipment Process, and Communication Policy and Standards for all of New England and Upstate New York for a leading foodservice sales agency providing a full range of products including food and supplies.

- Participated in all Management Meetings pertaining to future growth and development of company goals.
- Built, implemented, directed, and sustained a sales system process to ensure success of the sales force.
- Worked in tandem with a proprietary software provider; developed and maintained an effective Sales Call Reporting System to ensure adherence to corporate standards including Customer Database, Sales Activity Reporting Format, and Sales Activity Report Reviews.
- Managed software user set-up, accessibility, and maintenance; partnered with IT Manager on all aspects of software integrations and upgrades.
- Initiated and employed a Sales Call Audit Process; selected and trained a Corporate Auditor to confirm placement and delivery of ordered products, based on a pre-determined cycle and call analysis, to include account priority, number of qualified items sold, and frequency of account sale.
- Spearheaded Sample Management Process integration; designed and set-up the warehouse and freezer facility; developed a list of quarterly par items in conjunction with Business Development Managers' quarterly sales objectives and focus items; implemented a Courier service to provide out-of-office sample pick ups and deliveries to satellite offices.
- Executed an effective Food Show Equipment Process; organized warehouse space to accommodate all show and point-of-sale equipment; created and wrote documentation for all aspects of Show Procedures as they pertained to ordering, shipping, and returns; collaborated with Business Development Managers to ensure fulfillment of Manufacturers' needs.
- Directed all Sales personnel on company standards and protocol; provided ongoing coaching, training, and support.
- Participated in frequent ride-alongs with sales representatives.
- Researched and developed corporate email, internet, and equipment policies and standards.
- Led teams of up to three (3) direct reports including Warehouse/Sample Manager, Equipment Manager/Courier, and Corporate Auditor.
- Wrote procedure manuals for managers and sales staff.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Maintained sales bonus data and reports for sales team's quarterly and six month bonus program; reviewed, analyzed, and input Quarterly Sales Objectives in unison with Sales management team.
- Attended numerous trade shows each year.
- Participated on numerous projects as a member of several special task forces to help facilitate job and/or company-wide initiatives.
- Trained all new sales hires on proprietary software, systems, process, and corporate standards including call reporting, email, sample, and equipment procedures; trained a total of seventy two (72) Sales Representatives in one-on-one and in group settings.
 - One (1), 2.5 day on-site initial Lotus Notes and Proprietary Software.
 - Weekly one-on-one phone review of Operator Profiles, Call Activity, and Replication over a period of three (3) months.
 - 30-Day onsite follow-up training.
 - Presentations at Monthly Sales Meetings: reviewed any new software upgrades, operator profiles, and any internal process changes.

Sales System Development and Training/Management Staff Member (1995 - 1999)

- Aided in the development and integration of Agency software; collaborated with multiple Broker Agency's and proprietary software providers to ensure programs met universal data standards.
- Conducted diagnostic reviews of all new programs and updates including testing, documentation, implementation, and training.
- Developed Sales Training Modules including Call Activity, Samples, Replication, and Audit.

Selected Accomplishments:

- Selected to participate in the ABC Company Broker Group, a major company initiative made up of thirteen (13) Broker Agencies from across the United States.
 - Collaborated with Owners, CFO's, Sales Managers, and Process Trainers.
 - Developed and implemented Universal Coding and Sales Processes including Sample Management, Auditing, Replication Standards, and Sales Call Procedures.
- Directed full coding and data conversion for a three (3) branch agency merger; coordinated schedule and implemented training.
- Integrated Order Management from as400 system to Proprietary Software including Coding, Data Conversion, Documentation, and Training.

SPECIALIZED TRAINING

- Train the Trainer

References Furnished Upon Request