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# TOM THOMPSON

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## SENIOR SALES / MANAGEMENT / BUSINESS DEVELOPMENT LEADER

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### SUMMARY OF QUALIFICATIONS

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- Innovative and profit-oriented professional with over 17 years of extensive experience in high-volume sales environments.
- Results-oriented performer with the skills to drive business, capitalize on new revenue potential, and manage all aspects of daily business operations.
- Expertise in sales, pricing strategies, client relations, needs assessment, marketing, financial management, purchasing, administration, staff training, supervision, motivation, and mentoring.
- Enthusiastic and proactive leader with a "hands-on" management style; foster a team approach to achieve organizational objectives, and enhance employee morale; refined business acumen; exemplary people skills.
- Quick learner, with an ability to easily grasp and apply new ideas, concepts, methods, and technologies. Dedicated, innovative, and self-motivated team player/builder; thrive in both independent and collaborative work environments.
- Exceptional organizational, oral/written communication, interpersonal, analytical, and conflict management/resolution skills.

### AREAS OF EXPERTISE

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|----------------------------|------------------------------|------------------------------|
| • New Business Development | • Strategic Planning         | • Scheduling/Time Management |
| • Client Needs Assessment  | • Forecasting/Budgeting      | • Sales Training/Coaching    |
| • Sales Presentations      | • Profit Attainment          | • Team Development           |
| • Relationship Management  | • Revenue Enhancement/Growth | • Personnel Management       |

### PROFESSIONAL EXPERIENCE

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SALES REPRESENTATIVE ▪ *ABC Marble & Granite* ▪ San Diego, CA

NOV. 2007-PRESENT

- Actively prospected new clients and initiated relationships through cold calling, foot canvassing, referrals, and networking.
- Established, enhanced, and maintained key client accounts.

**Key Accomplishments:**

- ✓ Acquired new markets including the state of Montana.
- ✓ Closed previously unattainable accounts.

CONSULTANT ▪ *Nationwide, Inc.* ▪ Louisville, KY

JAN. 2005-NOV. 2007

- Identified accounts, initiated direct sales calls, and successfully penetrated challenging geographic territory.
- Initiated relationships with buyers throughout the country; key account management.
- Developed cost center objectives and goals.
- Met aggressive daily sales goals through suggestive selling.
- Prepared action plans and schedules to identify specific targets and accurately project/forecast potential sales.
- Contributed to high growth rate in sales and productivity of retail activities with personal leadership ability, analytical skills, and sales experience.
- Developed loyal customer base and referral network.

**Key Accomplishments:**

- ✓ Consistently improved and strengthened customer relations/retention.
- ✓ Achieved aggressive sales objectives each eligible sales period.
- ✓ Proven track record of success in outstanding customer service, communication, ethics, and personal performance.
- ✓ Currently hold sales record for daily trucks sold.
- ✓ Five-Time Top Trader Award Winner (*awarded quarterly*).

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**PROFESSIONAL EXPERIENCE (CONTINUED)**


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**OWNER/DIRECT SALES** ▪ *Innovations, Inc.* ▪ *Spokane, WA*
**MAR 1993-JAN. 2005**

- Developed and launched business from ground zero to a highly profitable and reputable organization.
- Created and developed policies and procedures along with sales/marketing plans for company.
- Generated and directed overall profit and loss.
- Initiated direct, face-to-face residential sales of indoor cleaning equipment.
- Trained and managed over seventy (70) independent sales representatives.

**Key Accomplishments:**

- ✓ Recipient, Pacific Northwest Top Distributor Award (*achieved more than 25 times*).
- ✓ Six-Time Northwest Top Marketer Award Winner (*most appointments in history of award*).
- ✓ Beneficiary of close to twenty (20) company paid trips as a result of exemplary performance over tenure.

**MANAGER** ▪ *CGES Exchange Store.* ▪ *Kodiak, AK*
**OCT. 1991-APR. 1993**

- Performed day-to-day operations including: ordering, inventory control, payroll, scheduling, and P&L management.
- Developed cost center objectives and goals.
- Generated new business and forged solid client relationships.
- Assisted customers with merchandise selection and address guests' requests and needs.
- Spearheaded the recruitment, training, staffing, scheduling, and development of company personnel.
- Directed a full-time staff; planned employee schedules to ensure adequate manpower coverage.
- Facilitated human resource compliance and resolution.

**Key Accomplishments:**

- ✓ Promoted to Manager within six (6) months of employment.
- ✓ Continuously exceeded owner expectations.

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**EDUCATION**


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Coursework Completed Towards Bachelor of Business Administration Degree

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**PROFESSIONAL DEVELOPMENT/TRAINING**


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Extensive Professional Training in the Areas of Sales, Marketing, Relationship Building, and Leadership

Including:

Rexair, Inc. Marketing Academy, Seattle, WA

Rexair, Inc. Marketing Academy Spokane, WA

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**MILITARY SERVICE**


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UNITED STATES COAST GUARD, CAPE MAY, NEW JERSEY

COMMUNICATIONS SPECIALIST

APRIL 1990 – APRIL 1994

*REFERENCES FURNISHED UPON REQUEST*