

ESTELLE MASON

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SALES AND OPERATIONS EXECUTIVE

Highly accomplished leader with proven record of inspiring teams to self-motivation and achievement of goals and missions through staff development and mentoring. Known for innovatively turning struggling operations into shining stars. Enjoyed repeated success through total responsibility for sales and revenue goals while drawing in new and existing major customers with world class service. Judgment balances common sense and practical experience.

CAREER HIGHLIGHTS

Ranked second among U.S. sales executives in Month Year at [Company].
Attained [Company] 37% annual profit margin in Year economy.
Built / led [Company] sales / ops teams of 84 at 19 sites in 6 cities.
Turned around [Company] IT department to support 400 employees.
Expanded [Company] facility from 5,000 square feet to 30,000 square feet.

KEY COMPETENCIES

- ♦ Relationship Building
- ♦ Prospect Pipeline
- ♦ Sales Leadership
- ♦ Problem Solving
- ♦ Lead Generation
- ♦ Data Gathering
- ♦ Fast Learning
- ♦ Budgeting / Forecasting / Reporting
- ♦ Creative Solutions to Close Sales
- ♦ Fortune 500 to Fortune 50 Clients
- ♦ Acquisition Integration
- ♦ Effective Communication
- ♦ Opportunity Recognition
- ♦ Deadline Consciousness
- ♦ Energetic Pace
- ♦ Goal Attainment
- ♦ Quality Audits
- ♦ Sense of Urgency
- ♦ Decision Making
- ♦ HR Management
- ♦ IT Management

PROFESSIONAL EXPERIENCE

[REAL ESTATE COMPANY], City, State Month Year to Present
\$1.2 billion global real estate and service provider, 1,000 Locations, 450 Cities, 75 Countries. Major clients include Microsoft, Yahoo!, Hewlett Packard, Bloomberg, Wells Fargo, Barclay Bank, Guardian Insurance, and the U.S. Department of State.

AREA DIRECTOR, SALES, Four Cities, Month Year to Present

Recruited, trained, developed, managed and led Area Sales Team of six area sales managers and three selling general managers. Reported to VP Sales for Central U.S. Region.

- ♦ Led team to **exceed area sales target** all of Q1 Year; ranked second in North America, Month Year.
- ♦ Met target of \$1.5 million in new revenue in Q1 Year after holding revenue steady in global downturn.
- ♦ Achieved a **37% annual profit margin** in Year and **exceeded budget target 6%** in Year during a global economic challenge.
- ♦ Grew the number of leads in the area 12% from Year to Year through networking, broker relationships, and other sales activities.
- ♦ Developed careers and sales knowledge of General Managers.
- ♦ Ensured Sales Managers understood the driving factors to close a deal and offered client the appropriate product. Reviewed and understood each prospect in the pipeline.
- ♦ Coordinated and communicated closely with Operations to ensure product readiness and team cooperation. Provided operations support to team in Operations Director's absence.

PROFESSIONAL EXPERIENCE

*(continued)***AREA DIRECTOR, SALES AND OPERATIONS, City, Month Year to Month Year**

Built and managed successful sales and operations teams of 84 members at 19 locations in 6 cities, holding responsibility for P&L of a \$25 million division.

- Surpassed sales targets from 2006 through 2008, including **topping sales target 14%** and budget target 6% in 2008.
- **Increased revenue** from \$11 million to \$18 million from Year to Year.
- Raised revenue 4% during Hurricane Ike by responding quickly to sales opportunities and offering new customers shorter-term solutions.
- Integrated seven new acquisition sites and three new companies.
- Achieved 90% occupancy in 8 months in a newly constructed building.
- Ensured delivery of world-class products and services to clients.
- Trained team to cultivate relationships with brokers, bring in new business, and retain current clients.

TEAM LEADER AND GENERAL MANAGER, City, Month Year to Month Year

Chosen to lead six centers with peers as direct reports while continuing to manage flagship center.

- Served as point of contact for general managers regarding problem solving, staffing, and goal achievement.
- Worked with each center to improve appearance and customer service scores to ensure each center passed their quality audits.
- Achieved a 4.42 out of 5.0 for performance for Year which led to promotion to Area Director.

GENERAL MANAGER, TWO CENTERS, City, Month Year to Month Year

Took on management of second center with financial and management issues. Turned it around in six months.

- Replaced entire team of 4 and built occupancy from 50% to 70%.
- Made budget and ensured delivery of excellent customer service.

GENERAL MANAGER, Flagship Center, City, Month Year to Month Year

Opened second location and increased occupancy to over 80% in 1 year. Some clients remain there.

- Met or exceeded budget every year.
- Achieved 90% on quality audit to rank in the top 10% of GMs in the nation in this category.
- Worked with large and high-maintenance clients.

OTHER EXPERIENCE

Vice President, Administration, Management Consulting Company, City, State

Director, Facilities Management / Information Systems / HR, Communications Company, City, State

Manager, Facilities Management / IT / HR, Global Energy and Investment Company, City, State

EDUCATION

University, City State; earned 60 credits toward BA in Business Administration

COMMUNITY SERVICE

Area Council Workforce Development Board, City, State

- Preparer / Presenter (1 of 6) of Report Card of Achievements to Mayor, Month Year.
- Executive Committee Member and Budget Committee Chairperson since Month Year
- Board Member since Month Year.

(The council is the region-wide voluntary association of local governments in the 13-county Planning Region of 12,500 square miles and 5.7 million people.)