

verticals, markets and accounts ♦ Expert qualifications in identifying and capturing market opportunities to accelerate expansion, increase revenues, and improve profit contributions ♦ Skilled in directing sales, marketing and support organizations ♦ Experienced in new market launches and organizational turnarounds ♦ Outstanding record of achievement in complex account and contract negotiations

## **CORE COMPETENCIES**

Revenue and Profit Improvement ♦ Account Development and Management ♦ Team Leadership ♦ Revenue Growth and Market Optimization ♦ Customer Service and Retention ♦ Territory Planning ♦ Contract Negotiation and Execution ♦ Sales Forecasting and Market Growth ♦ Sales Training ♦ Customer Relationship Management ♦ Hiring, Coaching and Counseling ♦ Process Metrics

## **PROFESSIONAL EXPERIENCE**

### **OUTSOURCING SOLUTIONS, INC. (OSI)**

**CHICAGO, IL**

**Senior Vice President – National Accounts Sales**

April 2005 – March 2008

*A \$500MM provider of end-to-end business processing including CRM, Collection Services and Legal Network solutions to Fortune 500 companies*

Responsibilities included strategic direction, sales and marketing for six verticals across North America (Bankcard, Telecommunications, Utilities, Auto, Commercial and Financial Services). Led turnaround of non-performing sales organization to the top-performing sales and growth business within the company. FY05 annualized revenue of \$2.9MM to FY07 annualized revenue of \$25MM.

#### ***Selected Achievements:***

- ♦ Within a nine-month period, hired, trained and coached National Accounts Team.
- ♦ Generated YOY new business growth rates of 129% (\$12.1MM annualized) FY06 and 107% (\$25.0MM annualized) FY07 by identifying key marquee client targets such as Sprint, Exelon, Bank of America, Amex and UPS.
- ♦ Developed strategic account management processes to pursue large marquee accounts resulting in key sales to Sprint, Cingular and Exelon in a ten-month period. New business revenue of \$17MM, new logos.
- ♦ Achieved 136% (\$14.1MM billed revenue) of FY 2007 Sales Plan by changing strategic focus from 3<sup>rd</sup> party to 1<sup>st</sup> party.
- ♦ Exceeded revenue plan (\$10.3MM billed revenue) 11 out of 12 months in FY 2007 (only miss was 98% of June plan, \$18K miss).
- ♦ Exceeded revenue targets for FY08 in both January, 306% (\$1.4MM vs. \$470K) and February, 175% (\$978K vs. \$559K) respectively.
- ♦ Developed account activity programs to increase face-to-face activity five-fold.
- ♦ Developed large \$1MM+ focus that engages all functional areas of the organization to insure win-win execution of strategies.

- ◆ Developed consistent sales metrics to track activity management and individual performance.
- ◆ Closed significant 1<sup>st</sup> party engagements within all 6 verticals \$1MM - \$10MM each. Marquee clients included Sprint, Bank of America, Wells Fargo, First Energy, and UPS.
- ◆ Played a significant role in the Organization's 100-Day Plan (restructuring).

**AUTOMATIC DATA PROCESSING (ADP) CLAIMS SERVICES GROUP**

**CHICAGO, IL**

**Vice President – Sales, Insurance Claims Services**

2000 – April 2005

*A \$7 billion provider of payroll and tax filing processing to 585,000 customers worldwide. ADP also provides human resources outsourcing, inventory and other computing and data service, accounting, desktop applications support, and business development training services.*

Senior sales leader of 40-man sales organization in the highly competitive market of auto claims software outsourcing. Led a \$300MM division of ADP specializing in software applications to top tier-1 National Property and Casualty Insurance carriers in North America.

Responsible for \$100MM+ in revenue growth and client retention. Responsibilities included all functional areas of marketplace sales, national accounts, major accounts, strategic sales, relationship management, pre-sales consultants and sales training to the largest insurance carriers in North America such as State Farm, Allstate, USAA, Liberty Mutual, and Prudential. Member of the Claims Leadership Team and Chairman of Claims Services Group Client Conference (\$500K P&L).