

Jim Jones

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SALES REPRESENTATIVE / ACCOUNT EXECUTIVE / SALES MANAGER

Proven in Sales Management, Sales, Account Management, and Customer Service

Dynamic and highly-motivated professional with demonstrated expertise in sales and customer service while continuously prospecting for new accounts. Reputation as a self-directed professional with excellent persuasive presentation and negotiation skills. Proficient and management recognized for strong ability to prospect while maximizing sales. Team player with stable work history and great references, pooled with absolute integrity and proven sales ability. Management recognized for sales excellence in building long-term partnerships throughout assigned territory, and for management initiative in leading team and streamlining processes to ensure the team consistently exceeds goals in sales and profits.

Core Skills:

New Account Development	Mentoring & Coaching	Territory Turnarounds	Executive Presentations
Territory Sales Development	Business Development	Metrics Management	Account Communication
Sales Financial Forecasting	Contract Negotiation	Inside/Outside Sales	Sales Team Management

Computer Skills include: Microsoft Office (Word, Excel, PowerPoint, Access, Outlook), ACT!, Salesforce CRM, Internet Explorer, and other leading business and social media software applications

PROFESSIONAL EXPERIENCE

Sales - Merchant Services

2003 - Present

REGIONAL MERCHANT ACCOUNT EXECUTIVE, MERCHANT BIZ, Springfield, IL (2013-present)

Acquire new merchant business partners through prospecting, cold-calling, and building of relationships with associations, chambers of commerce, and bank partners. Expert in maintaining business relationships. Identify customers, make contacts, and develop sales strategy for selling payment-processing products. Take lead on contract negotiations in pricing with customers while establishing and growing territory. Duties include generating business from territory referral sources to meet both revenue and profit goals. Led sales meetings and deliver presentations at the executive-level in assigned territory, and regularly receive one-on-one feedback from sales manager to optimize sales performance.

- **Led turnaround for underperforming territory.** Selected by management to repair business relationships; hired and trained a high-performing sales team of top producers who worked closely with their accounts to identify account issues, solve problems to exceed aggressive by aligning sales productivity with corporate objectives. Leveraged best practices in account sales to quickly regain trust and reestablish profitable sales territories.

Awards & Accomplishments

- ◆ Exceeded 2010 account sales by over 88%, achieving over \$13.3M in total sales
- ◆ Awarded President's Club based on outstanding sales performances, 2011
- ◆ Finished 2012 100% self-sourced. Was #1 in the company with 207% of quota in 2013 – \$65.9M on \$16.8M goal. Enhanced client satisfaction by addressing concerns
- ◆ Ended 2013 at 119 accounts signed on at an 80 account plan at start of year
- ◆ Led in growing sales by attaining 100% of objectives in 2012 and 207% in 2013
- ◆ Earned top rank nationwide out of 145 account executives

SALES REPRESENTATIVE/TEAM LEADER, MERCHANT BIZ, Chicago, IL (2006-2013)

Recruited to grow sales and build new business. With extensive sales training, created new customer-centered sales strategies. Successfully attained proven results with account growth and new business sales in assigned territory.

- **Strengthened team and sales opportunities by restoring collaboration** between team and accounts in their territory by training each week on cold calling best practices, leading new customer proposals, setting team sales goals, and helping the team develop business relationships to maximize the value of each customer.
- **Management recognized for outstanding individual and team performance.** Worked with multiple partners, which included business and technical teams. Refined business plans and developed marketing-based metrics as well as operational metrics to measure all the key inputs – mapping directly to success in monetizing the platform.

Awards & Accomplishments

- ◆ Maintained and met existing account goals
- ◆ Exceeded new account objective ranking (180% to objective)
- ◆ Exceeded sales quota. Managed \$375K in annual sales for assigned accounts.
- ◆ Handled the selling to new businesses (\$62K/2006, \$70K/2007, and \$80K/2008).
- ◆ Earned President's Club Award for multiple years
- ◆ Best Rookie Sales, 2006
- ◆ National Sales Winner, 2006, 2007, 2009
- ◆ Management recognized for highest margin sale in 2009

INSIDE SALES MANAGER, MIDWEST MERCHANT SERVICES, Chicago, IL (2003-2006)

Managed and supervised inside sales team to ensure that aggressive sales goals and quotas were met. Worked with Sales Representatives to lead/formulate a payment/commission process for assigning accounts. Implemented new company policies and procedures to drive sales and capture additional market share. Maintained a sustainable record of sales achievement and quotas, and responded to employee inquiries.

- **Recruited to lead a customer expansion team** — a new account development team to cultivate new customer accounts. Selected for this position because of experience in forecasting current market conditions and identifying sales opportunities within fast growing industries.
- **Developed an innovative framework to measure customer engagement** that drove the business and supported rapid business growth via inside sales – improving revenue while significantly increasing client base through effective marketing and competitive market analysis.
- **Improved customer retention and cross-selling** by analyzing and evaluating available data for better solutions.
- **Consistently exceeded quota each quarter.** Promptly handled inbound customer service and sales calls.

Awards & Accomplishments

- ◆ **Immediately rebuilt business by supervised an organization with \$11.5 Million in sales** through inside marketing, overseeing sales team development – training sales team to create a high margin territories to consistently exceed aggressive sales goals
- ◆ **Created new systems to increase lead generation by 215% in less than 6 months**
- ◆ **Extended profit 10-15% every year while overseeing all sales operations**
- ◆ **Reduced overall ad budget by 40%, while maintaining number of new client leads**
- ◆ **Improved team profit by \$2M annually** via management and training of sales team to create a high performing team that understood the industry and how to exceed sales goals

SALES REPRESENTATIVE, ICO MERCHANT SERVICES, PEORIA, IL (2000-2003)

Worked with other Sales Reps to lead/formulate a payment/commission process based on assigned accounts in the selling of Merchant Services to new and existing accounts. Implemented new territory strategies to drive sales and capture additional market share. Maintained a sustainable record of sales achievement and quotas.

- **Recognized as visionary and creative thinker adept at conceptualizing, defining, and implementing sales strategies.** Committed to enhancing sales operations by accurately entering all sales activity into sales force automation systems on a daily basis to create a high-level of customer service while multi-tasking on revenue generation and resolution to critical client issues.

EDUCATION

UNIVERSITY OF ILLINOIS, PEORIA, IL

Bachelor of Business Administration with a concentration in Marketing
Extensive Coursework in Marketing and Operations Management

2000