

Michael P. Doyle

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CAREER OBJECTIVE

Seeking a challenging sales representative opportunity expanding on my accumulated abilities

PROFILE

- Experienced and highly driven sales professional with exceptional ability to exceed objectives by developing trustworthy relationships, achieving new business and revenue growth, utilizing available resources, and providing superior customer service
- Aggressive problem solver with proven track record of accomplishments in highly competitive business to business sales, marketing, operations, and management
- Contract closer dealing in a variety of markets and industry sectors including hospitality, healthcare, education and insurance

PROFESSIONAL BACKGROUND

MAD SCIENCE OF CLEVELAND, Cleveland, OH

2005 - present

World leader of science enrichment products and services delivered through an extensive distribution network that serves every major North American market and 19 countries worldwide. Operates on a franchise system of global scale providing a unique assortment of hands-on programs, live presentations, theatrical productions and innovative products for children.

Director of Sales

- Achieved sales growth of 49% (2005) and 37% (2006) by developing and executing a sales plan directed at providing high customer satisfaction, increasing profit margins and closing new business opportunities.
- Maintained current business relationships by continuously interfacing and communicating with clients, providing informative and educational presentations, and delivering high quality products and services.
- Identified and achieved revenue growth by offering a diverse inventory of products and services, negotiating aggressive price strategies and efficiently using available resources.
- Identified and closed new business opportunities by analyzing strategic areas for growth, targeted key educational decision makers and injected new products and services into the marketplace.
- Successfully reorganized internal operations by creating specific departments for inventory management, shipping and receiving. Developed vendor relations resulting in decreased overhead, increased profitability and more productive communication.

U.S. FOODSERVICE, Bridgeport, NJ

2003-2005

One of the largest food service distributors in the United States servicing more than 250,000 customers and over \$1 billion in annual sales.

Territory Manager

- Recruited by company president to design and initiate marketing strategies generating new business in a competitive and volatile, short-term contract industry. Grossed record setting \$1.3 million in new business revenue for 2004 exceeding sales budget by ½ million.

Professional Background, U.S. Foodservice, continued

- Pursued and successfully closed high revenue major accounts consisting of 21 locations covering four states (NY, NJ, PA and DE) thus expanding company loyalty and branding products into new markets.
- Recognized for increase in total sales, gross profit dollar and number of customers in challenging sales contests generating \$71,000 in full commissions for 2004.

SYSCO CORPORATION, Philadelphia, PA**2001-2003**

Largest marketer and distributor of food service products in North America with estimated annual sales over \$35 billion.

Marketing Associate

- Strengthened and improved awareness of corporate brands by 86% and awarded 8% of gross profit dollar in compensation for ranking 2nd out of 132 sales representatives.
- Successfully maintained low accounts receivables by aggressive collection efficiency rating of 6.2%. Ranked 2nd out of 132 sales representatives and compensated appropriately.
- Recipient of “The Philadelphian” all-time high sales award by maintaining corporate vision of double-digit sales and profit growth (2002, 2003).
- Appointed information systems team leader for knowledge in technology advancements and awarded for the creation of district sales team’s mission statement.

WINMARK CORPORATION**1999-2001****Play It Again Sports, Macedonia, OH**

Recognized leader in franchise-owned and operated business opportunities. Franchisor of over 800 value-oriented retail stores in North America. Locally owned sporting goods retail operation offering new and quality used sports and fitness equipment.

Sales Manager

- Increased sales 8% and increased profit margins 0.76% (2000-2001)
- Received sales incentive bonus for achieving record setting store sales and maintaining a 45% profit margin

JOHN HANCOCK FINANCIAL SERVICES, Lutherville, MD**1998-1999**

Global leader and sixth largest public life insurer in the world and second largest in North America with approximately 21,000 employees in 19 countries

Insurance Agent

- Sold Long-Term Care insurance policies by assisting qualified individuals protect their assets and cover the costs incurred in the event of an illness, accident, or through the normal effects of aging.

EDUCATION

University of Delaware, Newark, DE
Bachelor of Science

1998**PROFESSIONAL DEVELOPMENT**

- S.T.A.R.S – Sales Training to Achieve Results (2004)
- ServSafe Certification No. 2831051 (2001)
- Maryland State Licensed Life/Health Insurance (1998)

Thomas A. Zeliznak

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EXECUTIVE PROFILE

High-caliber **Marketing & Sales Management Executive** with over 20 years experience building and leading marketing and sales operations promoting technical, industrial and engineered products and solutions for market leading companies serving domestic and international markets. Demonstrated success developing and executing strategic plans and optimizing marketing processes to drive profitable revenue growth. Extensive background in directing multiple product lines, product life cycle management and introduction of new innovative, value-added products to leverage customer needs and current market trends. Self-directed, self-motivated leader successful addressing challenging issues, thinking quickly under pressure to deliver optimum solutions.

CORE COMPETENCIES

Strategic Marketing Plans ♦ Product Management ♦ Business Development ♦ Budgeting ♦ New Product Development ♦ End User Segmentation ♦ Market Analysis ♦ Forecasting ♦ Marketing Communications ♦ Pricing Strategy ♦ On-Line Marketing ♦ Negotiations ♦ P&L Management ♦ Employee Development ♦ Brand Development ♦ Value Proposition ♦ Leadership ♦ Presentation skills ♦ Visionary thinking

PROFESSIONAL EXPERIENCE

STERIS Corporation, Mentor, OH

2002 - 2008

A leading international \$1.4 Billion manufacturer of Infection Prevention Technologies serving the healthcare, pharmaceutical and industrial markets.

Sr. Director Global Marketing

2005 - 2008

Directed all aspects of the global marketing program for \$170MM Life Science- Engineered Products and Service business serving the pharmaceutical, research and bio-tech industries. Directed a global staff of eight marketing professionals, managed marketing budgets and responsible for achieving business unit P&L.

- Implemented 3 year product roadmap / product life cycle and portfolio management process outlining products and solutions to drive incremental revenue for the business unit to meet market trends and end user expectations. \$10MM in new revenue created in first two years.
- Developed an aligned capital and service offering strategy that contributed to an annual revenue growth of 3-5%.
- Spearheaded the development of product line platforms and marketing processes to drive product revenue growth and improve individual product line gross margins between 2-5%.
- Introduced a market value list pricing model for promoting products designed to optimize same product sale revenues and improve product line profitability.
- Aligned marketing communication activities to support business unit branding strategy. This included trade show and industry conference activities, development of marketing collateral, sales tools and coordinating sales training programs.

Director Customer Solutions

2004 - 2005

Directed all marketing and sales activities in North America for the Freeze Dryer (Lyophilization) product line - \$24MM business.

- Secured largest single order (\$15MM) for the program during first year.

STERIS Corporation (continued)**Process Project Manager****2002 - 2004**

Provided technical application expertise for all sales project activities in the Northeast sales territory for four account managers. Responsibilities included participation in sales calls, detailing product specifications within contract proposals to secure revenue, account project management, and developing relationships with accounts and A&E firms.

- Instrumental in working with territory account managers to surpass planned revenue during first year.
- Secured key orders for territory – first territory to close sales for new products introduced into the market; closed key \$1.2MM sale at Amgen – core focus on customer's application needs and solution selling.

WEGOMA INC., Twinsburg, OH**1999 - 2000**

Leading North American manufacturer of automated vinyl window assembly equipment and systems.

Central Regional Sales Manager

Directed sales activities for sales revenues, developing account strategies, ROI justification methodology, forecasting, account management, quotation/proposal presentation and supporting marketing programs. Mentored and led one Sales Engineer.

- Increased sales within region over 100% from previous year.
- Re-established company's products and image in the marketplace. Closed first major account sale in Canadian marketplace versus prior three years.
- Utilized marketing, industry networking and solution-selling techniques to develop account relationships and build business opportunities/market share throughout region.

Metaullics Systems Co. L.P., Solon, OH**1995 - 1998**

Premier manufacturer of molten metal processing technology serving the international primary and secondary aluminum and brass producers.

Sales Manager, North America**1997 - 1998**

Manage and directed all sales activities for P&L responsibility for \$13 million business. Directed staff of seven territory managers and three distributors. Responsible for revenue growth, developing and executing account strategies, budgeting, planning, forecasting, recruiting and training.

- Increased sales revenues \$1 million over prior year sales.
- Conducted product pricing /cost analysis generating \$40,000/year improvement in profit dollars.
- Established reporting system for sales and management use in forecasting and scheduling to enhance on-time customer order delivery.
- Reduced account receivables 40% in Mexico utilizing an aggressive account tracking process and improving business practices.

Product Manager, Melting Systems**1995 - 1997**

Managed the development, marketing and launch of a new aluminum melting system/pump product line.

- Generated \$200,000 sales revenue within first year of market introduction for new product developed and manufactured by Metaullics Systems. Originally promoted the sale of European mfg. Product until mfg. terminated distributor license agreement after sixteen months of product promotion.
- Implemented product license fee marketing strategy yielding \$150,000 profit dollars.
- Created strategic marketing plans to meet corporate growth objective and direct sales force.
- Conducted market analysis to identify key account prospects and target key decision-makers.

AGA GAS INC., Independence, OH
Midwest region \$400MM industrial gas supplier.

1990 - 1995

Manager On-Site Systems Marketing

1993 - 1995

Managed the marketing program for promoting the use On-Site non-cryogenic air gas production systems. Directed a staff of two sales managers.

- Increased program sales revenue 100% to \$2.5 million through focused market identification.
- Reduced capital equipment inventory 50%.
- Implemented P & L financial reporting system for business using financial computer spreadsheet model.

Manager Applications Equipment Development

1990 - 1993

Managed the Technical Center (six engineers /designers) involved in the design and manufacture of technology to support the sale of industrial gases to industrial and manufacturing accounts.

- Established record equipment sales of \$1.5 - \$2.0 million each year.
- Improved equipment gross margin 24% as a result of improved costing/pricing procedures.
- Decreased inventory variances to .06% and reduced total inventory value 20%.
- Initiated the design and implementation of a computer based inventory control and accounts payable system.
- Promoted in 1992 to manage Cryogenic Application-Rubber program. Increased sales revenue 10% in first year to \$2.6 million.

Foseco Inc., Brookpark, OH

1979 - 1990

Manufacturer of consumable metallurgical products serving international foundry and steel industries.

Marketing Product Manager

1988 - 1990

Special Project Engineer

1986 - 1988

Energy Engineer

1981 - 1985

Project Engineer

1979 - 1981

EDUCATION

Master of Business Administration

Baldwin Wallace College, Berea, OH,

Bachelor of Science Mechanical Engineering

Purdue University, W. Lafayette, IN,

PROFESSIONAL ORGANIZATIONS

Parenteral Drug Association (PDA)
International Society for Pharmaceutical Engineering (ISPE)
American Association for Laboratory Animal Science (AALAS)

Jacque Julius

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CAREER SUMMARY

Sales Manager and Sales Trainer with a proven track record for consistently increasing sales while managing the bottom line to ensure profitability. A hard working ambitious leader and motivator of people, recognized as a manager who leads by example and can deliver results competently and ethically. Accomplishments include:

- Ranked #1 in peer group for Group Banking First Mortgage loans, Home Equity loans and Checking Accounts during fiscal years 2004 - 2008.
- Partnered with Marketing and Sales and Service departments to develop sales tracking methodology, coordinated promotional campaigns, presentations and collateral materials in order to increase sales.
- Coached and developed 30 employees who were promoted to key management and sales positions within the Consumer Banking Division.
- Completed rigorous annual Bank Compliance testing, scoring between 95% - 100%.
- Achieved the highest net gain in sales company-wide.
- Increased profit margin by 25% - consistently the highest in the company.
- Maintained the highest customer retention rate in the company.
- Increased customer account base by 10% annually.

PROFESSIONAL EXPERIENCE

AmTrust Bank, Cleveland, OH

1999 - 2009

A \$15 billion financial institution providing mortgage and banking services.

Business Banking Relationship Manager - Assistant Vice President **2004 – 2009**

Responsible for coaching and leading the Ohio Branches in Business Development Programs (both personal and small business) as well as staff development.

- Train, coach, and develop a team of 36 sales representatives dedicated to cultivating outside business.
- Partner with the West – Akron Regional Manager to resolve client disputes, conduct weekly and monthly meetings and assist in operational issues.
- Assist Branch Managers with the development of their staff members.
- Identify new business prospects and additional opportunities within existing customer base resulting in over \$100 million in closed loans.
- Build a book of business relationships resulting in a 72% increase over last year's accounts.
- Coordinate and consult with 600+ existing Group Banking companies, in vendor fairs and onsite account opening sessions.
- Manage promotional initiatives within 150 client companies to ensure development of new account relationships.
- Develop standards for handling customer service interactions during onsite account opening sessions.
- Work with Operational Field Specialist to ensure consistency in bank and program policy and procedures.

AmTrust Bank (continued)**Group Banking Sales Director****1999 - 2004**

Built, managed and directed sales of the bank's unique package of Personal Banking products to Human Resources Directors or owners of companies in Ohio, Florida and Arizona markets via sales calls to prospective Group Banking Companies.

- Developed the National Group Banking Program and increased profitability to the bank resulting in \$335 million in loan applications and \$66 million in deposits.
- Designed a sales call process with methodology such as: pre-call planning sheets, client profiles sheets and post call evaluations.
- Created and facilitated a sales training program to strengthen outside calling efforts from branch personnel, resulting in higher quality calls and a year-to-date increase of 70% in loan applications.
- Partnered with marketing to develop and maintain up-to-date sales and marketing materials.
- Created a Group Banking Presentation for 500 prospective clients.
- Designed a standardized process for on-site account opening sessions.
- Analyzed and reported results at branch, regional and executive levels.

Target Human Resource Companies, Cleveland, OH**1996 - 1999**

Human Resource Company specializing in recruiting and staffing for light industrial and clerical.

Customer Sales Manager

Directed new customer development for a staffing and placement company.

- Expanded and retained existing customers as well as hired and managed office staff of five employees.
- Implemented a reporting structure for customers to analyze the effectiveness and cost savings realized through the services provided to them.
- Exceeded sales revenue goals in 1997 and 1998 by \$213,000 and \$250,000 respectively.
- Designed strategies to increase revenue by targeting, cultivating and soliciting new business through cold calling and customer referrals.

American Communications Exchange, South Bend, IN**1993 - 1995**

A division of SkyTel, offering messaging communication services.

General Manager

Directed overall operations of a fast-paced inbound call center servicing over 350 clients.

- Led sales, customer service, training and development for a staff of 25 employees.
- Managed profit and loss statement by closely monitoring employee productivity, sales and expenses.

EDUCATION**B.S.B.A in Marketing/Management, 1986**

Bowling Green State University, Bowling Green, OH

Masters Program in Spanish

Alcala de Henares, Madrid, Spain/Bowling Green University, Bowling Green, OH

SPECIAL RECOGNITION

Annual Top Performer Award for AmTrust Bank's "APEX" Program - 2008
Business & Bagels Networking Group Chairperson - 2006
Nominated for and completed the AmTrust Bank Leadership Program - 2005
Habitat for Humanity Volunteer - 2005
United Way Captain and Co-Chair - 2003, 2004 and 2005 (exceeded pledge goals)
Selected as Ohio Savings Bank Choice Employee - 2001
Appointment to Assistant Vice President - 2001
Leader for Viva La Juventud, Youth Program for Hispanic Immigrants - 1993 - 1995

Michael Hines

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CAREER SUMMARY

Exceptional Account Manager and Business Professional with 25 years experience in sales management and business development. Exceptional communicator with strong negotiation, problem resolution, and client needs assessment skills. Aggressively identifies opportunities, develops focus, and provides tactical business solutions. Core strengths include:

- Account Development/Acquisition
- New Business Development
- Team Building & Leadership
- Client & Vendor Relations
- Strategic and Tactical Planning
- Sales Presentation and Closing

PROFESSIONAL EXPERIENCE

Rose Hill Burial Park Fairlawn, OH

Family Service Professional

2008 - Present

Provide consultation for preplanning funeral arrangements by presenting investment packages.

- Increasing business by 20% through networking and referrals.
- Negotiate with vendors to control costs.
- Network with affiliated businesses for new business development.

T-Title Agency, Inc. Wadsworth, OH

Senior Marketing Manager

2007 - 2008

Managed strategic relationships to support mortgage industry needs.

- Managed all sales revenue in the Akron and Canton markets.
- Implemented market and sales plans.
- Developed and implement account strategies.

Countrywide Home Loans, Inc. Cleveland, OH

Business Development Executive

2007 – 2008

Managed professional business methods to contribute to company sales growth.

- Identified business development opportunities and provided market feedback.
- Establish and manage new and existing customer relationships.
- Participate in project meetings and contract negotiations to establish long term relationships.

Cardinal Title Company of Ohio, Inc. Norton, OH

2001 - 2006

Senior Account Manager (2003 – 2006)

Promoted to this role. Managed a staff of 6 and client base of 40.

- Increased company sales over 30% in the first year.
- Executed comprehensive business plans.
- Implemented pricing strategy to support business needs and financial expectations.

Cardinal Title Company of Ohio, Inc. (continued)

Closing Account Manager (2001 – 2003)

Managed closing team of 5 and a client base of 30.

- Consistently exceeded sales and budget objectives.
- Coordinated all closings with clients and mortgage companies.
- Hired and trained all closing department staff.

Crown Equity Group

Senior Loan Officer

2000 – 2001

Evaluated and authorized commercial and residential real estate loans.

- Received Top Performing Loan Officer Award for 6 consecutive months.
- Successfully trained, motivated, and managed a loan officer team.
- Managed homeowners in making best decisions with loan purchases.

Premier Financial Advisors

Sales Manager

1999 - 2000

Advised clients on the issues that involve estate taxes, business succession, and retirement planning.

- Increased sales profit by 50% in one year.
- Assisted the owner in the development, growth, and success of the company.

EDUCATION AND TRAINING

United States Navy

Honorable Discharge

Notary Public

2001 – Present

Public Service

Volunteer Firefighter & E.M.T

Joseph Gagliano

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MARKETING, PRODUCT MANAGEMENT, BUSINESS PLANNING

Director with 20+ years experience, skilled in managing departments with profit and loss accountability and contributing to global business operations. Able to work across departmental boundaries and contribute to cross functional team projects. Background includes electrical construction, data communications and security systems design. Proven ability to communicate and work effectively with senior management, sales channels, customers, consultants, software architects, and engineers. Specific expertise includes:

- High Technology Products
- Product Launch/Readiness/Withdrawal
- New Product Development
- Product Portfolio Management
- Project Management
- Verbal Communication
- Written Communication
- Market Evaluation
- Marketing Management
- Marketing Documentation

PROFESSIONAL EXPERIENCE

Diebold Inc., North Canton, OH

Date - 2008

(\$ 2,000M+) Developer and manufacturer of self service transaction products, software, and services including; electronic security, surveillance, automatic teller machines (ATMs), and physical security protection equipment.

Director, Portfolio Strategy & Planning

Performed business evaluation process for Self Service Terminal Products, including the facilitation of new product development and product portfolio management.

- Introduced and managed the "Stage-gate" new product business development methodology; including the introduction of product portfolio management of projects

Director, Product Knowledge Management

Managed all information and data support for Self Service Terminal Products, including item master, manufacturing systems, product configuration and Electronic price books.

- Developed and introduced electronic methods of price books, product knowledge access and product launch to the corporation significantly reducing costs for these processes and materials

Director, Product Management

Oversaw the life cycle management of all security and facility product lines, approximately \$ 100M in sales annually. Supervised product line managers, departmental cost centers, and product release to and withdrawal from the marketplace.

- Successful management of complete product life cycle management of product lines

Manager, Marketing & Sales Support

Launched all products to the global sales channels, and managed the communication of all sales related information to sales force. Developed sales tools, tactical marketing programs and other sales support deliverables. Developed and implemented corporate wide "Readiness to Launch" process; reducing costs and ensuring effective commercialization of new products and solutions

Diebold Inc. (continued)

Manager, International Sales and Marketing

Led international market development for security products, including forecasting, product release and introduction, sales support, and distributor management.

- Managed and supported approximately 40 distributors worldwide, increasing sales and profit approximately 15-20% per year

EDUCATION & TRAINING

Bachelors Degree in Electrical Engineering

Youngstown State University, Youngstown, OH

Associates Degree in Applied Science, Engineering

Jamestown Community College, Jamestown, NY

Additional Professional Development in:

Marketing
Project Management
Product Planning
Microsoft Office
International Business
New Product Development Methodologies
Quality / ISO 9000
Lean Development / Value Stream Mapping

PROFESSIONAL AFFILIATIONS

American Society for Industrial Security (ASIS), Member
Underwriters Laboratories Advisory Committee – Security Systems, Past Member
Speaker and Author of several articles relating to security and similar topics