

ROBERT SMITH

rsmith@yahoo.com

1197 Fairbanks Avenue • Winter Park, FL 32789 • (407) 648-0034 (c) www.linkedin.com/in/robertsmith/

SUMMARY OF QUALIFICATIONS

High energy sales and management professional with exceptional interpersonal and communication skills and an extensive background in the following broad-based competencies:

Consultative Sales

Account Management

New Business Development

Strategic Planning

Staff Management

Key Account Acquisitions

Channel Sales

Key Relationships

Client Satisfaction

- Demonstrated ability to promote products and services and secure and develop key accounts to maximize company profit
- Accomplished manager of annual budgets exceeding \$50 million
- Proven ability to cultivate productive relationships with key decision makers and manage projects on a global basis to achieve corporate goals

PROFESSIONAL EXPERIENCE

Director, Business Development

XYZ Company • Orlando, FL

August 2009 – Present

- Perform in-depth analysis to capture understanding of prospects' infrastructure, identifying revenue opportunities for managed virtual private network agency utilizing public key infrastructure for security over either shared private network transport or the public internet
- Supply unsolicited proposals to prospects detailing money saving options for optimizing networks to expand business opportunities
- Prepare timely sales forecasts and account status reports to provide management team with critical information needed to manage resources necessary to support sales activities
- Direct Account Managers to consistently meet team quota objective of \$200,000 per month, through execution of account strategy that prioritizes opportunity expansion, new business development, and maintenance of existing accounts
- Developed relationship with key decision makers at Widget Inc., offering trial products and exceptional service that resulted in securing sales of data and IP series valued at \$2 million

Global Account Manager

Super Worldwide Company • Tampa, FL

February 2004 – July 2009

- Oversaw direct sales efforts for the company's second largest commercial account, positioning the client as a strategic business partner
- Participated in account development for key sales and contract negotiations and prepared sales forecasts and status reports, making recommendations to management to enhance revenue growth
- Planned, developed, and participated in formulation and implementation of strategy, primarily for managed data and internet services, as well as the global portfolio of frame relay and packet services in Europe, Asia Pacific, and South America
- Grew revenue from \$20 million to over \$65 million annually by targeting new business opportunities and demonstrating competitively priced, quality service

Financial Representative

October 2002 – January 2004

Northwestern Mutual Financial Network • Orlando, FL

- Worked closely with clients to develop customized, long-term financial solutions meeting a variety of personalized goals and objectives
- Offer exclusive access to insurance products as well as disability income insurance, and an array of quality financial products and services available through Northwestern's financial partners
- Succeeded in identifying and creating a new business pipeline while building a team
- Retained significant client base despite drastically declining market share and corporate reorganization

EDUCATION & TRAINING

Bachelor of Arts in Economics

May 2000

Rollins College • Winter Park, FL

Relevant Training Courses:

**Principles of Selling
The New Supervisor**

**Strategic Selling Getting
Things Done**

PROFESSIONAL AFFILIATIONS

American Marketing Association, Orlando Chapter

May 2009-Present

Orlando Sales Association

August 2004 – November 2009

LICENSES & CERTIFICATIONS

CFP (Certified Financial Planner)

February 2004

- Passed qualifying exam demonstrating competency in the areas of estate and retirement planning, insurance and risk management, income tax planning, employee benefits and investment planning, and general financial planning principles

Series 7 / General Securities License

December 2002

- Obtained comprehensive securities license, demonstrating competency on a broad range of investment tools including stocks, bonds, options, limited partnerships, and investment company products

AWARDS / RECOGNITION

- XYZ Company Employee of the Year – 2009
- Super Worldwide Company President's Club Recipient – 2007
- Northwestern Mutual Financial Network Sale Challenge Award Winner – 2003

Olivia Gutierrez

114 Magnolia Lane • Altamonte Springs, FL 32714
407-882-9457 (cell) • olivia4444@cfl.rr.com

SUMMARY

Human resources executive with over 15 years of comprehensive experience including:

- recruitment and retention, conflict mediation, change management, labor relations, and benefits administration
- proven experience collaborating with senior management to conduct human resources strategic planning in support of corporate goals
- broad knowledge of human resources in a variety of sectors including union and non-union environments and Fortune 500 companies with a large number of exempt/non-exempt employees
- excellent ability to address and implement strategic plans for talent acquisition, retention, and succession planning
- proven skills in labor and employer law including complaint investigation to thwart legal action

PROFESSIONAL EXPERIENCE

Newman & Jones

Jacksonville, FL

Manager, Human Resources

October 2010 – Present

- Conduct extensive analyses of existing human resources functions and develop strategic business plans to update policies, procedures, services, and operations for 100-year old commercial real estate company
- Achieve voluntary turnover rate of 0%
- Lead transformation of company perception of bureaucratic human resources office to one of value-added service

Assistant Manager, Human Resources

January 2009 – September 2010

- Assisted Senior Manager in developing and implementing new college recruiting plan at 30 local universities
- Responded to employee questions and served as liaison to third-party agencies, coordinating benefits and compensation processes
- Researched and rewrote 20-year-old employee manual, including revising outdated policies to ensure compliance with current guidelines and adding new initiatives and incentives to improve employee morale

Hilton Hotels Corporation

Orlando, FL

Professional Development Coordinator

June 2007 – November 2008

- Recruited, oriented, and trained new hires in all corporate departments
- Assumed administrative oversight for corporate and manager-in-training programs
- Facilitated conference calls with internal departments to review goals and manage project progress
- Created effective online record management system to track employee completion of continuing education courses
- Designed and presented staff training modules to hotel managers from across the country and 13 international locations

Just Born, Inc.

Bethlehem, PA

Human Resources Officer

November 2005 – May 2007

- Recruited employees for four manufacturing facilities and created a ready talent pool which reduced time to fill by 50%
- Designed and delivered training programs to over 500 employees while reducing training costs by 25%
- Reorganized recruitment and interview documentation processes to improve response time for job applicants and hiring managers
- Managed eight-person team to conduct a company-wide employee survey resulting in changes to the shift system and additional incentives for classroom learning participation
- Supervised three direct reports responsible for administering continuing classroom training to union and non-union employees

Turner Construction

Philadelphia, PA

Human Resources Officer

September 2002 – November 2005

- Assisted Human Resources Director in managing recruitment efforts for company with \$350 million annual revenues and 1000 exempt and non-exempt employees at 35 job sites
- Collaborated with IT staff to program and design comprehensive applicant tracking system to integrate with existing HRIS
- Filled 150 management, technical, and professional positions in two years
- Developed in-house craft worker training programs resulting in \$500,000 annual cost savings
- Reduced average vacancy turnaround time from 45 days to 20 days
- Established union avoidance program resulting in deflection of four organizing attempts in six months

AirTran Airlines

Orlando, FL

Human Resources Specialist

June 2001 – August 2002

- Ensured compliance with federal and state fair hiring practices and EEO regulations
- Investigated all sexual harassment, discrimination, and wrongful termination complaints
- Introduced mandatory Corporate Diversity Training Initiative for all supervisors, managers, and executive-level employees, which is still in use today

EDUCATION**Rollins College**

Winter Park, FL

Master of Arts in Human Resources

May 2000

- GPA: 3.8

University of Central Florida

Orlando, FL

Bachelor of Science in Business Administration

May 1995

- GPA: 3.5

COMPUTER SKILLS

- Proficient in HRIS: PeopleSoft, ADP, Ceridian
- Expert knowledge of Total Benefit Administration (TBA)
- Experienced with Microsoft Word, Excel, Outlook, PowerPoint