

SAMUEL T. SUCCESS, MBA

(555) 555-1234

success@com.com

Quickly adapt to challenges and changing work environments. Effectively able to communicate with customers, staff, and management.

VP TECHNICAL SALES / INTERNATIONAL CORPORATE MANAGEMENT

...Delivered strong and sustainable financial gains in competitive markets through decisive leadership, influence, vision, and action...

CHANGE FACILITATOR || PRO-ACTIVE PROBLEM SOLVER || STRATEGIC LEADER

Promoted through a series of increasingly accountable management positions, acquiring broad-based, multi-national experience in project management, corporate reorganization, marketing, strategic planning, and payment processing arenas.

Provided decisive, proactive, and customer-driven operating and team leadership within constantly changing business markets; recognized for successfully identifying and correcting operational deficits and driving profitable changes. Talented and persuasive public speaker.

KEY AREAS OF EXPERTISE

Headquarters & Division Operations • Talented Presenter • Management Development
International Corporate Dynamics • Multi-Site Management • Corporate Finance & Budgeting
Margin / Performance Improvement • New Business Development • Technical Sales Leadership
Operational Reorganization • Strategic Business Planning • Tactical Marketing

LEADERSHIP HIGHLIGHTS

ABC COMPANY, Atlanta, GA

1999 - Present

Largest provider of ATM, automated payment, and retail solutions worldwide; 2,500 employees.

Vice President of Operations

Oversee development and installation of credit payment platforms designed for the retail sector. Complete operational accountability, including P&L. Recruit, train, and manage 44 project team members and 20 technical sales support staff. Tasked to identify project requirements, provide product gap analysis, oversee billing, client accountability, and resolve profitability issues. X Concurrently managed up to 3 international, mission-critical, multiple product projects; supervised 33 staff; \$7.3M+ in scope

Leadership / Development

- Developed curriculum for on-site client training; reduced end user training time by 30% /
- Selected as lead member of prestigious Product Enhancement Committee
- Conducted company presentation on communication methods for international clients (300 attendees)
- Oversaw 8 team members; compiled and presented detailed documentation to recover \$5.5M outstanding Accounts Receivable; teamed with CFO to ensure client satisfaction

Program Enhancements

- Successfully launched 3 new operational functions to enhance corporate objectives; increased revenues by \$3.2M; reduced annual expense base by 35% (2000)
- Standardized processes, information, controls, and compliance guidelines
- Developed and implemented Report Function system (client server application software platform)
- Spearheaded successful employee retention program; reduced employee turnover from 35% to 7%
- Initiated and coordinated 3-year long-range financial forecast; oversaw \$5.7M Research and Development budget; analyzed performance against financial commitments

THE BEST RETAIL, Newark, NJ

1989 - 1999

International catalog showroom with corporate headquarters in Rome, Italy; 250 locations.

Vice President of Finance (1992–1999)

Recruited by CFO to turnaround underperforming operations. Accountable for all financial operations, including P&L, payroll, and overall sales investment opportunities. Managed 132 international and national locations. Directly supervised 89 staff; indirectly 139.

Program Enhancements

- Increased sales by 16% (within 1st 6 months)
- Developed and implemented corporate audit meetings; decreased shrink by 29%
- Elevated customer satisfaction ratings from 37% to 85% • Coordinated and implemented training program, including curriculum and infrastructure
- Achieved 125% of budgeted profit sales projection (1992-1999)

Operations Manager (1989–1992)

Directed corporate operations for 3 high volume stores, directly supervised 23 staff; indirectly 112. Generated \$37M in annual revenues and controlled \$13M operations budget.

Revenue Increases

- Increased management candidates from 8 to 19
 - Boosted revenues by 32% through streamlining operations and improving employee accountability
 - Initiated video teleconferencing, which reduced travel costs by 56% and substantially increased division communication
 - Implemented Internet-based order entry; increased sales by 13% and order delivery time by 25%
 - Decreased cost structures by 18% and maintained 4% maximum expense increase annually
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EDUCATION

THE BEST SCHOOL OF BUSINESS, Oakland, CA

Master of Business Administration (1989)

UNIVERSITY OF NORTH MICHIGAN, Ann Arbor, MI (1986)

Bachelor of Arts, Business Administration

COMMUNITY ACTIVITIES

United Way, Coordinator Muscular Dystrophy Association (MDA), Coordinator
Chamber of Commerce, Board Member Rotary Association, President

PUBLIC SPEAKING

Key Note Speaker, University of Melon, Detroit, MI (up to 300 attendees)
Guest Speaker, Chamber of Commerce, New Membership Conferences (up to 100 attendees)