

# MICHAEL SCOTT

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## Summary

I am a Sales and Business Development expert driven to inspire customer confidence and foster business growth. I have 25 years experience implementing advanced communications systems in complex customer environments. My Intuitive nature combined with excellent interpersonal communication skills have been the core of my creative and business success.

## Affiliations

Boys and Girls Clubs of America- Volunteer Award- 2008

Step Seven Ministry leadership- 2014

## Work History

**Pro Sales Specialist**, 04/2016 to Current

**Lowe's Home Improvement** – Parker, Colorado, United States

- Built relationships with customers to increase likelihood of repeat business.
- Contributed to team success by exceeding team sales goals by 22%.
- Recommended merchandise to customers based on their needs and preferences.
- Wrote sales slips and sales contracts.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Responded to customer questions and requests in a prompt and efficient manner.
- Contacted other store locations to determine merchandise availability.

**Territory Sales Manger**, 04/2015 to 03/2016

**Tripp Lite** – Chicago, Illinois, United States

- Negotiated prices, terms of sales and service agreements.
- Increased sales volume by adding 40 accounts in the Mountain/Southwest territory.
- Contacted new and existing customers to discuss how their needs could be met through specific products and services.
- Quoted prices, credit terms and other bid specifications.
- Identified prospective customers by using business directories and following leads from existing

clients.

- Built relationships with customers and the community to promote long term business growth.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.

**Founder and General Manger, 07/2010 to 03/2015**

**Gridiron Communications – Parker, Colorado**

- Created and launched Sub Manufacturer Rep firm to support Tier 1 & 2 manufactures in the Commercial, Enterprise and Government Support of all pricing and training sales | Support functions for certified installers and channel partners-Resulted in 20% incremental sales growth year over year | Led sales forecasting, market trend evaluation and segment strategies for 9 manufactures-Led to new strategic alliances and new product development | Collaborated with the sales, marketing and support teams to launch products on time and within budget | Presented innovative marketing presentations with Cisco at INFOCOM to executive decision makers- Identified 500K in new business.

**Territory Manager, 05/2008 to 03/2010**

**R.F. Mayo & Associates – Scottsdale, AZ**

- | Managed a portfolio of 7 accounts totaling \$1.2 million in new project sales.
- | Identified \$500,000 in revenue opportunities by collaborating with distribution partners.
- | Led sales forecasting, market trend evaluation and segment strategies.
- | Fostered and facilitated relationships with product distribution channels to increase product sales.

**Sales Manager, 11/2005 to 05/2008**

**Lowes Corperation – Mooresville, NC**

- | I led a team of 11 sales specialists in achieving all Lowe's sales and customer experience metrics | Increased commercial sales by 12% year over year by bundling sales and service into projects | Ensured that rigorous standards for customer service, merchandizing, operational safety and security were met- Increased location shrink and customer satisfaction by 10% | Demonstrated company's mission, purpose and goals-and the ability to help employees successfully achieve them- Each of my direct reports achieved employee sales/customer service awards.

**Sales Engineer, 09/2003 to 07/2005**

**Corning Cable Systems – Hickory, NC**

- Identified and qualified customer needs, developed sales strategies and negotiated and closes profitable projects with a 85% success rate.
- | Built strong client relationships and provided high value-adding services, resulting in a 15% market share increase.

- I Communicated regularly with territory, regional and strategic managers for daily support and strategic planning for accounts.

**Sales Manager**, 10/1996 to 07/2003

**Rocky Mtn Lucent Technologies** – Murray Hill, NJ

- I Exceeded all sales quotas and profitability targets all 10 years- multiple awards including Leaders council in 2001 I Set up and maintained global account management and reporting tools and processes-Increased incremental revenue 11% I Developed quarterly and annual sales department budgets.
- I Developed a comprehensive training program for new sales associates- Presented "How to Sell Lucent" at National Sales Conference I Planned and directed staff training and performance evaluations- Helped to develop standards still in use today I Approved all sales staff budget expenditures.
- I Reviewed operational records and reports to project sales and determine profitability.

**Account Executive**, 02/1986 to 10/1996

**AT&T Network Systems** – Morristown, NJ

- I Led cross-functional teams to create impactful messaging, demand-generation programs and sales tools.
- I Managed the highest volume account in assigned territory.
- I Formulated custom business plans for incoming account managers.
- I Uncovered and qualified prospects and sales opportunities in targeted markets using external resources.
- I Achieved triple digit year-over-year growth in territory business base accounts.

## **Education**

**Bachelor of Science: Business Management**, Fall 2018

**University of Phoenix** - Denver, CO