

HEALTHCARE | RELATIONSHIP MANAGEMENT | PARTNERSHIP GROWTH

Business Development / Consultative Sales & Marketing / Account Management

- ✓ **Healthcare sales and rapport-building leader** with a consultative, down-to-earth style of interactive dialogue; able to work collaboratively with internal departments, team members, and clientele
- ✓ **Highly adept at establishing** strategically collaborative partnerships with C-level executives in diverse industry sectors that significantly enhance business opportunities and ROI
- ✓ **Able to effectively identify** key product niches, develop value-added programs, and provide tactical business solutions as the result of a keen client needs assessment aptitude
- ✓ **Demonstrated ability to quickly adapt** to constantly shifting marketing and branding environments and provide thoughtful input and proactive problem-solving expertise when necessary
- ✓ **Consistently ready, willing, and able** to work outside of the traditional "comfort zone" and stay calm under pressure in order to accomplish time-sensitive tasks

DEMONSTRATED STRENGTHS & EXPERTISE

Business Development • Healthcare Solutions Selling • Revenue Growth • Marketing Strategies

*Sales Training & Development • Partnership Cultivation • Team Leadership • Key Account Acquisition & Retention
Process Improvement • Prospecting & Lead Generation • Communications • Program Development • Research Analysis*

KEY ACCOMPLISHMENTS

Sales & New Business Development

- Increased average sale of *Lincoln Healthcare Events* LTC LINK conference from approximately \$10K to 14K per sale, making it the largest increase from year 1 to year 2 of any sales person in the company
- Generated approximately \$3M in total revenue for the 2010/2011 highly innovative, business development and executive leadership conference
- Gained a deep understanding of client needs, built sustainable, trusted advisor relationships, and sold 3 separate *Lincoln Healthcare Events* conferences by effectively communicating conference value and ROI
- Brought in \$9M in new business for *KeyTech* over three year period through critical technology market penetration, simultaneously staffing up to 5 active accounts
- Partnered closely with clients, offering guidance and expertise in identifying short and long-term staffing needs, and developing specific target sourcing strategies for hard-to-find candidates
- Grew recruiting business through tactical contract negotiations for major business entities such as INC, Travelers, and Priceline
- Won three *New Client Development* awards in 2007 and *Account Manager of the Year* in 2007 and 2008
- Closed over 1,750 loans in a 2 ½ year period while at *Superior Closing Services*

Relationship Management/Partnership Cultivation

- Improved client/sales communications process by creating compelling messaging and scripting that resulted in higher-than-average attendance at annual conferences and higher-than-average dollars spent
- Served as the key point-of-contact for attorneys, loan officers and clients at *Superior Closing Services*, resulting in approximately 60 closings per month
- Built and maintained lasting rapport with numerous clients which contributed to company growth and repeat business
- Liaised with key business leaders and managers to develop strategy execution plans, including metrics, hiring goals, and recruiting best practices

Operations & Management **

- Conceptualized and created business plan for a new restaurant that operated successfully for 10 years
- Purchased the real estate, gutting the building, and designed new floor plan

- Handled all operational needs, including securing an SBA business loan, procuring office and restaurant equipment, and creating and implementing policies and procedures for the establishment
- Sourced, hired, and trained staff on best industry practices and managed up to 20 employees at any given time
- Researched and compared liability insurance carriers and liaised with vendors to find the most appropriate and cost-effective policy
- Handled license renewals and ensured that the restaurant met and/or exceeded strict industry compliance standards which resulted in no down time and a consistent customer revenue stream
- Maintained a fun, innovative, and comfortable atmosphere that led to customer loyalty and consistent, repeat business
- Established positive and sustainable relationships at all levels with outside suppliers and negotiated the best possible pricing on goods and services

WORK HISTORY

Executive Restaurant & Bar , Norwalk, CT	2009 - Present
Senior Account Manager / Healthcare Solutions Selling	
KeyTech, a division of Arrowpoint Technologies, Hartford CT	2006 - 2009
Regional Account Manager / IT Contract & Permanent Placement	
Superior Closing Services, Milford, CT	2003 - 2006
Business Development Manager (2004 - 2006)	
Independent Contractor / Closing Notary (2003 - 2004)	
Funki Munki Catering, L.L.C., New Haven, CT	2001 - 2006
Business Development Manager/Co-Owner	
Advanced Placement, Inc., Milford, CT	2001 - 2002
Recruiting and Business Development Manager	

OTHER RELEVANT EXPERIENCE

The Brass Button Café & Restaurant, New Haven, CT **
Owner, Operator

PROFESSIONAL SALES TRAINING

Sandler Sales Training Course - ongoing

TECHNICAL EXPERTISE

Proficient in MS Office, including Word, Excel, & Outlook
 Able to utilize proprietary database and contact management systems

EDUCATION

B.S., Business/Economics, Southern Connecticut State University, New Haven, CT
B.S., Hotel, Restaurant Management, Univ. of Massachusetts, Amherst, MA
Management Universidad Americana, S.C., Study Abroad Program, Mexico
French Culture and Language, Universite Dijon, Study Abroad Program, France