

Account Manager Resume

BRADLEY A. BARONDEAU

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SUMMARY OF QUALIFICATIONS

Leader with exceptional sales and marketing skills for building new business, solution support skills for developing a high performance team, and creating consultative solutions that drive revenue generation.

Accomplished sales and marketing executive with 15+ years of experience developing and executing forward-thinking sales and operational strategies that have consistently increased brand recognition, sales revenue, and profitability for a Fortune 500 company. Demonstrated expertise to cultivate B2B relationships within the government sector while leading cross-functional teams to penetrate new markets.

Highly customer-centric with excellent relationship building skills as evidenced by consistently achieving new business development objectives for employers, and specializing in working with complex government accounts. Skilled in conceptualizing innovative ideas, developing a network of strategic partners, and optimizing different marketing strategies to connect with new markets.

Manufacturing experience and skills while leading IHG's Fort Wayne, IN operation.

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|----------------------------------------------------|--------------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> New Market Development | <input type="checkbox"/> Sales Force Development | <input type="checkbox"/> Solution Evaluation |
| <input type="checkbox"/> Strategic Market Planning | <input type="checkbox"/> Key Account Expansion | <input type="checkbox"/> Contract Negotiations |
| <input type="checkbox"/> Sales Cycle Management | <input type="checkbox"/> Competitive Analysis | <input type="checkbox"/> Budget Development |
| <input type="checkbox"/> Territory Management | <input type="checkbox"/> Customer Requirements | <input type="checkbox"/> Market Penetration |
| <input type="checkbox"/> Project Deployment | <input type="checkbox"/> Sales Forecasting | <input type="checkbox"/> Team Leadership |
| <input type="checkbox"/> Staff Management | <input type="checkbox"/> Employee Development | <input type="checkbox"/> Lean Manufacturing |

PROFESSIONAL EXPERIENCE

IRWIN HODSON GROUP, Fort Wayne, IN

2015 - Present

Operations Manager

Responsible for hiring and managing the staff at the Fort Wayne IHG production facility. Manage the day-to-day operations of the facility, while also delegating tasks and responsibilities to other staff members as they grow in their professional development. Ultimately responsible for all aspects of the operation, including on-time delivery and P&L management of the project.

Key Contributions:

- **On-Time Delivery** - Delivered 100% of Indiana license plate orders within the required turn-around time.
- **Supplier Management** - Manage suppliers and vendors to ensure raw materials are delivered on time within the deliver-on-demand framework.
- **Staff Development** - Assembled a professional staff of manufacturing workers, provided continuous training, and led them to process improvements and manufacturing efficiencies.

3M - TRAFFIC SAFETY AND SECURITY DIVISION, Saint Paul, MN

2000 - 2015

Senior Government Transportation Safety Specialist - HSBU (2012-2015)

Using consultative tactics, worked with Minnesota state and local government agencies, private sector contractors and key accounts to support deployment of 3M products and services, propose and negotiate solutions to secure new sales, develop and manage client relationships, introduce transportation safety topics, and up-sell accounts to increase overall market share. Accountable for a multi-million dollar territory.

Key Contributions:

- **Qualified Products List Management** - Maintained 3M products on approved government purchasing lists in a competitive environment.

- **Customer Engagement** – Consultative tactics used to secure new business in pavement marking products while addressing customer concerns.
 - **Market Share Growth** – Delivered long-term contracts for reflective sheeting with government agencies and channel partners. Maintained and grew market share for reflective sheeting using vertical integration business models.
 - **Key Account Management** – Successfully managed 3M share and managed channel conflict due to vertical integration business models.
 - **Treasurer** – Northland Chapter of American Traffic Safety Services Association, representing 3M in the industry.
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Business Development Manager - MVSS (2007-2012)

Charged with transitioning the business by migrating from a commodity supplier position to an industry-leading service provider for our domestic and international government customers. Lead consultative efforts to identify markets that will support deployment of 3M products and services, propose and negotiate solutions to secure new sales, develop and manage client relationships for key accounts, and up-sell accounts to increase overall market share. Maintain P&L accountability for a multi-million dollar service unit.

Key Contributions:

- **Developed and implemented a supply chain service business model**, Registration Fulfillment Services, migrated three states to the new model to generate sales growth over contract life.
 - **Exceeded top-line and operating income plans in 2007, 2008 and 2009** with attractive margins.
 - **Recognized with the 3M Global Marketing Excellence Award** at the Corporate Level for 2010 results; consistently found new ways to close contracts despite major cutbacks in state government spending.
 - **Won the 3M Golden Step Award in 2009** for driving cross-functional teams that create new, profitable sales (>\$10 million) through development of new products, services, markets or business models.
 - **Graduated from 3M's Accelerated Leadership Development Program in 2007**
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Account Manager - MVSS (2004-2007)

Charged with growing a six-state territory, promoting vehicle registration solutions that included 3M materials, equipment and services to key government partners. Supervised six lobbyists/consultants to further company's business goals and maximize license plate and validation sticker contracts, retention of the front license plate, support for license plate reissues, and sales of new equipment and service programs. Worked closely with elected officials in the legislature and executive branch officials (Governor's Office, DMV, Dept of Corrections, and Highway Patrol) to execute complex sales plans.

Key Contributions:

- **Increased territory sales** during tenure in this position, resulting in the Vice President's Key Club award in 2004 and 2005 for exceeding sales forecast.
 - **Won legislative victories that included retention** of the front license plate in states where a bill was considered to remove the plate, language for license plate reissues, and appropriations for plate reissues.
 - **Maintained and grew the business with 100% inclusion** of 3M materials in state government contracts by effectively meeting the contract requirements and not competing solely on price.
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Government Transportation Safety Specialist - HSBU (2000-2004)

Recruited to serve in a consultative sales role to state and local highway departments in Missouri, promoting transportation safety programs and reflective products for signs and pavement markings. Educated customers regarding the need for improved safety using cost/benefit tools, night time demonstrations, test projects, and third-party references.

Key Contributions:

- **Expanded the Missouri territory sales** and received the Vice President's Key Club award in 2003 for exceeding sales forecast.
- **Communicated the value proposition of the safety benefits** of 3M products to the Missouri Department of Transportation, resulting in the implementation of construction standards and specifications.
- **Achieved a level of sales success with the pavement marking program** in Missouri that helped lead 3M Traffic Safety Systems Division developing and offering Roadway Maintenance Services.
- **Secured a legislative appropriation to assist local governments** in Missouri to improve safety in their school zone and pedestrian crosswalks with Fluorescent Yellow-Green signs.

Additional Career Experience:

Deputy Political Director – Missouri Republican Party, Jefferson City, MO (1999-2000)

Vice President and Treasurer – Barklage & Barondeau, LLC, Jefferson City, MO (1997-1999)

Executive Director – House Republican Campaign Committee, Jefferson City, MO (1996-1997)

State & Local Coordinator – Republican National Committee, Washington, DC (1994-1996)

ACADEMIC BACKGROUND

Master of Business Administration

OLIN SCHOOL OF BUSINESS, WASHINGTON UNIVERSITY – St. Louis, MO

Bachelor of Science in Family and Consumer Economics

UNIVERSITY OF MISSOURI – Columbia, MO

Trained in **Six Sigma** methodologies (Green Belt)

Lean Manufacturing Certificate – Purdue University

PROFESSIONAL AFFILIATIONS

American Association of Motor Vehicle Administrators paid membership, AAMVA Industry Advisory Board

American Traffic Safety Services Association, paid membership through 3M

Minnesota Transportation Conference – Sponsorship Committee Board Member

National Correctional Industry Association, paid membership through 3M (past)

Back-up Account Manger

STONEY MARKEL HALE II

408 Lincolnshire Circle • Kingsport, TN 37663
(423) 773-2566 • stoney@bisonline.com

SOLUTIONS CONSULTANT

Established a proven record of sales achievements and excellent customer service for the State of Tennessee:

- (1) **Increasing sales of hardware/software products and implementation services to government accounts**
- (2) **Consulting with customers to design multiple new products**
- (3) **Growing TN County Clerk business from 62 Counties to 95 Counties and generating continuous revenue growth every year**
- (4) **Implementing account management and technical service efforts that retain business accounts**
- (5) **Conducting product demonstrations and closing deals on high-end IT systems**

Sales capabilities are further demonstrated by the following strengths:

- Initiating & Building Client Relationships
- Utilizing Programming Skill for Solving Client Problems
- Managing All Phases of Long Sales Cycles
- Conducting Product Demonstrations/Training Sessions
- Utilizing a Solution-based Sales Strategy
- Design Multiple New Products for County Clerks

PROFESSIONAL EXPERIENCE

BUSINESS INFORMATION SYSTEMS, Piney Flats, TN, December 2011 - Present

BIS Board of Directors Treasurer:

- Carry out the responsibilities of a Board of Directors making decisions to guide our company.
- Assists in preparation of budget and monitors the budget.
- Ensures the Boards financial policies are being followed.
- Maintains bank accounts and oversees all financial transactions.

BUSINESS INFORMATION SYSTEMS, Piney Flats, TN, October 2005 - Present

Solutions Consultant:

- Consultant for all 95 counties in Tennessee including the State's Vantage Way office in Nashville, TN.
- Continue to drive sales growth for BIS' software development and computer hardware sales and hold full responsibility for planning and executing marketing and sales strategy in a competitive market.
 - Utilize product and software knowledge to providing consulting services to drive new products for BIS.
 - Generate sales growth throughout Tennessee by starting with 68 County Clerk customers in 2005 to 95 County Clerk customers in 2015.
 - Generate new revenue within our County Clerk department by selling an online and credit/debit card solution starting with 1 County Clerk customer in 2005 and growing now to service 95 County Clerk customers in 2018.
 - Key member in selling and installing State of Tennessee contract for a Vehicle Title and Registration System.
 - Key member in selling and installing State of Tennessee contract for an Electronic Insurance Verification System.
 - Manage all phases of the sales cycle that involves establishing initial client contact, identifying needs, setting-up presentations, closing the sale, training clients on product applications, meeting with clients to customize new solutions to fulfill their needs, and when needed meet with clients to resolve issues.
 - Consulted over 65 clients during a statewide upgrade from Databus software and OkiData printers to modern web based software with laser printers.
 - Consulted every county and the State of Tennessee in a statewide upgrade from rolls of validation decals to a print-on-demand solution.
 - Key member in the implementation of over 40 KIOSK implementations in Tennessee.
 - Meet regularly with County Clerks and their staff to develop software solutions to help make their office more efficient.
 - Key personnel in over 100 upgrades and new software installations.

BUSINESS INFORMATION SYSTEMS, Johnson City, TN, November 2004 – October 2005

Clerk Program Developer TN County Clerk Department:

- In-house programming for BIS TN County Clerk package. Duties included anything from software maintenance programming and modifications, to designing software from scratch.
- Designed and built a Juvenile program from scratch. Program was a detailed account management package that would track balances, produce invoice statements, and produce numerous financial reports.
- Designed a County Minutes package that would scan Meeting Minutes documents, OCR the documents, and then make the documents searchable and retrievable.
- Assisted our support department, in handling calls that needed detailed working knowledge of what is happening behind the scenes in the code.
- Performed onsite installations of software and hardware.

Additional Experience:

Financial Counselor - Citigroup, Gray, TN, November 2003 – December 2004

- Managed a portfolio of 1000+ credit card loans, worked with customers to negotiate payment plans and keep loans current, and consistently achieved monthly goals.

Sales Representative - RadioShack, Johnson City, TN, August 2002 – January 2003

- Provided assistance to customers, sold various computer equipment and electronics, and consistently surpassed monthly goals.

Sales Representative – RadioShack, Vansant, VA, March 1996– July 2002

- Manager of the video/game rental department and ordered and tracked inventory. Provided assistance to customers, sold various computer equipment and electronics, and consistently surpassed monthly sales and movie rental goals.

EDUCATION

EAST TENNESSEE STATE UNIVERSITY, Johnson City, TN
Bachelor of Science in Computer Science and Information Technology, (December 2004) **3.474 GPA**

SOUTHWEST VIRGINIA COMMUNITY COLLEGE, Richlands, VA
Associates in Applied Science in Computer and Electronic Technology, (May 2002) **3.8 GPA**

SOUTHWEST VIRGINIA COMMUNITY COLLEGE, Richlands, VA
Associates in Business Administration, (May 2000) **3.9 GPA**

CERTIFICATIONS

CompTIA A+
CompTIA Network +