

KEITH DAVIS - LEADER, DIRECTOR, VP/GM

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AREAS OF PROFICIENCY

Sales
Market Development
SalesForce.com CRM
Leadership
SaaS - ITSM – ESM
Cloud
Network Expansion
Service Delivery
Sales Management
Forecasting & Finance
Information Technology
Team Engagement
Leadership Development
Risk Management

PERSONAL SKILLS

Results Oriented
Strategic Planning
Problem Solving
Financial / Business Acumen
Organizational Motivation
Tactful and Articulate
Skilled Writer
Active Listener
Creative
Persuasive
Critical Thinker
Influencing Within Matrix Orgs
Collaborating in Cross-Functional Teams

PURPOSE

A seasoned sales leader and decorated Navy wartime veteran resolved to be part of a team where my leadership, experience, skills, and potential will make a difference. Eager for an opportunity to learn and ready to grow. Results-driven and process-oriented. Expertise in recruiting, hiring, leading, coaching, mentoring, training, and motivating individual contributors and managers to increase productivity and exceed goals. Habitually challenges the status quo with a bias to provide a world-class customer experience. Accountable, won't disappoint.

EXPERIENCE

WOW! Business – Augusta, GA
FIELD SALES MANAGER - November 2017 – Present

Responsible for remote teams in Augusta, GA; Charleston, SC; Evansville, IN; Knoxville, TN. Hired, trained, coached, and developed team members. Fostered a culture of accountability while selling coax, fiber, GPON, phone, VoIP, PRI, SIP, and Ethernet.

- Increased sales transaction volume 69% YoY
- Bolstered market revenue 26% YoY
- Molded the #1 and #3 Business Account Executives at WOW! 3 of 4 years

TeamDynamix Solutions, LLC. – Columbus, OH
VICE PRESIDENT OF SALES - April 2017 – November 2017

Accountable for new business and account management teams in the Enterprise SaaS space focused on Higher Ed. Assisted in the development of sales forecasting, planning, and budgeting processes. Supervised process consistency in planning, forecasting, and budgeting approaches used by the sales organization and other departments.

Nationwide Insurance Sales Solutions, Inc. – Columbus, OH
CALL CENTER SALES LEADER - October 2015 – April 2017

Operated a new call center sales unit for personal lines insurance across multiple states. Lead, mentor, train, and develop sales agents in effective sales techniques. Assess results, utilize lean philosophy to develop improvement strategies.

- Integral in the success of new Columbus sales center (Performance Metrics)
- Behavioral focus yielded results via engagement (Gallup Scores)
- Leadership produced the highest bundled product sales in the center

Time Warner Cable Business Class – Columbus, OH
DIRECTOR SMB SALES - February 2012 – March 2015

Direct the daily activities of the SMB sales department. Instrumental in market development and network expansion initiatives. Engaged other departments to increase efficiencies which produced quality customer outcomes. Sold coax and fiber internet service, business phone, PRI, SIP, Managed Services, XaaS, and cloud offerings.

- Grew from 2 mgrs and 13 sales reps to 6 mgrs and 48 sales reps in 6 months
- Increased market monthly revenue by 31% YoY from Q2 2012 – Q1 2015
- Responsible for highest per rep quota attainment in market history (Jan 2015)

PAETEC Communications /Windstream – Columbus, OH
REGIONAL SALES DIRECTOR - July 2009 – February 2012

Responsible for P&L, Network Planning, Account Development, and Sales activity for Central Ohio Market.

- Improved market performance from 80th to 30th in the company after first year
- Increased monthly revenue 282% in 2 years by closing high-value accounts
- Averaged sales at 55% gross margin and reduced market churn to .77%



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Sprint Nextel /T-Mobile – Cleveland, OH
WIRELINE / WIRELESS SALES MANAGER - December 2004 – July 2009

Accountable for wireline and wireless performance in Northeast Ohio. Consistently led the region in rep productivity for General Business sales teams.

- Number 4 out of 76 Sales Managers for Customer Renewals
- Number 8 out of 76 Sales Managers for Device and Plan Sales
- Increased rep productivity by over 200% after consolidating SMB teams

Encore Marketing Group, Inc. – Midwest
REGIONAL VICE PRESIDENT OF SALES - March 2003 – May 2004

Had ownership of the development and successful implementation of a B2B outsourced "Feet-On-The-Street" campaign for SBC. Opened new sales markets leading seven managers and 82 sales reps. Executed daily operations; KPI's for sales productivity, provisioning, revenue assurance; P&L, and operating budget accountability.

- Launched and led seven markets in five states in five months
- Outperformed sales objectives and drove to EBITDA positive
- Earned the SBC 2003 Presidents Club Award for Top Sales Revenue

Commonwealth Telephone Services Inc. – Dallas, PA
SR. DISTRICT SALES MANAGER - March 2002 – March 2003

Turned around an underperforming market. Handled operations of the 20-person branch. Motivated reps and instilled accountability.

- Consolidated two sales forces eliminating specialists increasing productivity
- Increased sales by 40% and average revenue per line by 26%
- Outperformed EBITDA, revenue, and installation objectives

Valor Business Solutions / Windstream – Irving, TX
SR MGR SALES/TRAINING/CONTRACTS - November 2000 – March 2002

Aided in the development and implementation of M&P's for the sales process, training, and contract admin departments for a "Start-Up" CLEC. Hired sales managers and admin staff for six markets, designed and delivered engaging sales training. Controlled order throughput of contract admin group.

Commonwealth Telephone Services Inc. – Youngstown, OH
DISTRICT SALES MANAGER - January 2000 – November 2000

American Title & Trust Agency, Inc. – Independence, OH
ACCOUNT MANAGER - July 1995 – January 2000

Gateway Title Company – San Diego, CA
ACCOUNT MANAGER - December 1994 – June 1999

Continental Escrow Co. – Chula Vista, CA -
JR. ESCROW OFFICER April 1992 – April 1994

United States Navy – "CONUS" / "OUTUS"
PETTY OFFICER – PERSONNELMAN - June 1984 – May 1992

Petty Officer on the USS Comstock (LSD 45), Executive Division. Maintained enlisted personnel records; prepared naval correspondence; conducted pre-deployment and indoctrination briefs. DEBARC Control POIC for operations in the Persian Gulf during Desert Shield and Desert Storm. Provided evacuation support during Operation Fiery Vigil. Awarded National Defense Service Medal, Navy Achievement Medal, Navy Good Conduct Medal, Southwest Asia Service Medal, and Navy Sea Service Deployment Ribbon.

CORE COMPETENCIES

Focus on Customers
Takes Responsibility
Communicates Effectively
Behaves Ethically
Works Efficiently
Drives Process Improvements
Strategic Selling
Achieves Results
Thinks Big
Resilient
Creates Opportunities
Fosters Diversity and Inclusion

LEADERSHIP COMPETENCIES

Develop Others
Build High Performance Teams
Promote High Standards
Delegate
Demonstrate Leadership
Champion Ideas
Strong Goal Clarity
Set Expectations
High Achievement Drive
Healthy Emotional Intelligence
Excellent Social Skills
Empathy
Servant Leadership