

KEITH DAVIS - SALES LEADER, DIRECTOR, VP/GM

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PURPOSE

I am a seasoned sales leader and decorated war-time Navy veteran. I'm passionate and desire to contribute to a team where my experience, skills, and potential will make a difference. Eager for an opportunity to learn and ready to grow. Results-driven and process-oriented. Significant success in recruiting, hiring, leading, coaching, mentoring, training, and motivating individual contributors and managers to increase productivity, reduce inefficiencies, and exceed goals.

SKILLS, QUALITIES, CORE COMPETENCIES

Leadership, Sales, Sales Management, Forecasting, Market Development, Team Engagement, LEAN, Leadership Development, Salesforce CRM, Service Delivery, SaaS, Cloud, VoIP, WAN, LAN, VPN, Strategic Planning, Financial / Business Acumen, Organizational Motivation, Critical Issue Identification, Collaborating & Influencing in Matrix Organizations, Coaching, Mentoring, Training, High EQ, CX Focus, Skilled Communicator, Challenges Status Quo.

EXPERIENCE

WOW! Business

– Augusta, GA

FIELD SALES MANAGER -

November 2017 – Present

Responsible for top-performing sales teams in Augusta, GA, and Charleston, SC. Previous markets included Evansville, IN, and Knoxville, TN. Hired, trained, coached, and developed "President's Club" winning and nominated reps who understand accountability is an action word. Teams in my care consistently delivered the highest sales results for coax, fiber, GPON, Hosted VoIP, PRI, and SIP. Other solutions include Ethernet, SaaS, and Data Center Services.

- Highest Business Continuity Sales Volume, Revenue, & Attach Rate Company-Wide – since launch
- Highest Whole Business WiFi Sales Volume, Revenue, & Attach Rate Company-Wide – 3 years running
- Highest Eero Secure + Sales Volume, Revenue, & Attach Rate Company-Wide – 3 years running
- Increased deal volume 69% YoY (2019 over 2018)
- Increased market revenue 26% YoY (2019 over 2018)
- Increased market voice take rate by 17% YoY (2018 over 2017)
- Developed the #1, #3, and #5 Business Account Executives at WOW for 5 out of 5 years

Nationwide Insurance Sales Solutions, Inc.

– Columbus, OH

CALL CENTER SALES LEADER -

October 2015 – April 2017

Responsible for leadership of a new call center sales unit for personal lines insurance across multiple states. Lead, mentored, trained, and develop sales agents in effective sales techniques. Assessed results, and utilized lean philosophy to develop improvement strategies.

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

Time Warner Cable Business Class

– Columbus, OH

DIRECTOR SMB SALES -

February 2012 – March 2015

Provided leadership for the day-to-day operations of SMB sales organization. Instrumental in market development and network expansion initiatives. Engaged other departments to increase efficiencies improving the customer experience. Sold fiber and coax internet services, business phone, PRI, SIP, Managed Services, XaaS, and other cloud offerings.

- Increased staff from 2 managers / 13 reps to 5 managers / 48 reps in 6 months
- Increased market monthly revenue by 31% YoY from Q2 2012 – Q1 2015
- Responsible for the highest rep participation in market history at that time

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PAETEC Communications /Windstream
REGIONAL SALES DIRECTOR -

- Columbus, OH
July 2009 – February 2012

Responsible for P&L, Network Planning, Account Development, and Salesactivity 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%

Sprint Nextel
WIRELINE / WIRELESS SALES MANAGER -

- Cleveland, OH
December 2004 – July 2009

Responsible 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 in the region for Customer Renewals
- Number 8 out of 76 Sales Managers in the region for Device and Plan Sales
- Increased rep productivity by over 200% after consolidating SMB teams
- Drove new MPLS and Wireless Integration business

Encore Marketing Group, Inc.
REGIONAL VICE PRESIDENT OF SALES -

- Midwest
March 2003 – May 2004

Responsible for developing and successfully implementing a B2B outsourced“Feet on The Street” campaign for SBC. Opened new markets leading 7 managers and 82 sales reps. Managed daily operations; KPIs for sales productivity, provisioning, and revenue assurance; P&L and operating budget including call center operations.

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

Commonwealth Telephone Services Inc.
SR. DISTRICT SALES MANAGER -

- Dallas, PA
March 2002 – March 2003

Opened a new market and turned around a different underperforming market. Led day-to-day branch activities of 20 staff. Motivated reps, and managed daily activity.

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

Valor Business Solutions / Windstream
SR MGR SALES/TRAINING/CONTRACT ADMIN -

- Irving, TX
November 2000 – March 2002

Responsible for developing and implementing M&P's for the sales process, sales training, and contract admin departments. Hired sales managers and admin staff, developed and lead sales training. Managed order throughput of contract admin group.

- Launched CLEC in 2001. Responsible for TSR sales and order throughput in Dallas, TX & UNE in Amarillo, Lubbock, Midland, Odessa, and El Paso, TX
- Developed the company's sales process, a disciplined, high-activity sales model
- Decreased billed revenue interval by effectively correcting and processing sales orders and delivering clean orders to provisioning within 72 hours

United States Navy
PETTY OFFICER - PERSONNELMAN

- CONUS / OUTUS
June 1984 – June 1992

Decorated veteran. Leading Petty Office in charge of the Executive Office of the Commanding Officer and Executive Officer. Supported enlisted personnel for records, counseling, training, education, and job opportunities. Served as DEBARC Control POIC for operations in the Persian Gulf during Desert Shield/Storm.