

Objective (The Person You Are Looking For)

An experienced business manager who evaluates and motivates staff by conducting brainstorming sessions to resolve conflicts in order to expedite the team-building process, under tight deadlines to generate maximum team performance.

Qualifications (What I Bring To The Table)

- Dedicated and analytically oriented, with strong leadership qualities that are required to take charge and get things done, I am a well organized, resourceful decision maker, who seeks challenging opportunities.
- Results-oriented and solution-focused, I manage complex projects efficiently and have experience in the design and development of businesses and operation strategies, from scratch to completion.

Experience (Work History) --- What I Have Done (Where I Have Been)

General Manager

Canaglobe Group of Companies* (Toronto, Ontario) 1995-Present

As an entrepreneur I launched the Canaglobe group of companies, which is a support system that enables small to medium size companies to promote themselves in the market place. And I help other businesses that range from telecommunications and financial companies to Mom-and-Pop retail shops, to laser focus their priorities, and increase their productivity.

- ✓ Performed general management duties; procured new customers and maintained customer relations; oversaw daily operations; supervised new product development and production scheduling; created, wrote and designed all print and electronic sales and marketing materials; and maintained company website, and supervised up to fifty employees and sub-contractors.
- ✓ Represented the company at trade association meetings, promoting products and services.
- ✓ Met with key clients, assisting sales representative with maintaining relationships, negotiating and closing deals.
- ✓ Analyzed division and department budget requests to identify areas in which reductions could be made, and allocated operating budget.
- ✓ Conferred with administrative personnel and reviewed activity, operating, and sales reports to determine changes in programs or operations required.
- ✓ Recruited, trained, and provided ongoing performance feedback, dealt with daily issues; monitored staff activities and identified performance related outcomes.
- ✓ Coordinated activities of divisions and departments such as technical support, sales, and support functions, effecting operational efficiency and economy.
- ✓ Prepared periodic sales report showing sales volume, potential sales, and areas of proposed client base expansion, and made presentations for the executive staff.
- ✓ Directed preparation of instructions to division or department administrator, outlining policy, program, or operations changes to be implemented based on the company's plans.
- ✓ Developed business strategies, new business opportunities and supervised promotion of products and services, increasing market share and obtaining competitive position in industry.

* I have provided services for a number of companies, including but not limited to Link-On Communications, Metroland Media, Yotel Communications, Global Financial, Cybertech Systems Inc., Bannya Systems, Heritage Auctioneers, Design Solution, Multicom Media, Captain Print Works, Y.M.C.A., Commercial Design & Multimedia, D.R.Z. Printing and Publishing, Paragon Reproductions, and Rugman.com, to name a few, and have been commended for my no-nonsense business approach.

Account Manager (Realtor) Amex International Realty Corp. (Vancouver, B.C.) 1993-1994

- ✓ Communicated the client's goals and represented the client's interests to the team.
- ✓ Developed and owned the client relationship through phone contact, and on-site travel.
- ✓ Consulted with clients to define key ROI measurement metrics that align to marketing strategies and plans.
- ✓ Provided partnership support, project management and tactical assistance for the execution of client marketing promotions.
- ✓ Discussed marketing strategies with clients promoting and leveraging customer-generated content for online and offline channels.

Account Manager Samco Printers Ltd. (Vancouver, B.C.) 1993

- ✓ Approved change orders, invoices, and collected payment when needed.
- ✓ Reviewed all major deliverables to ensure quality standards and client expectations were met.
- ✓ Dealt with client issues in an efficient manner, informing the management of any problems that arose.
- ✓ Understood the company capabilities and service, and effectively communicated all offerings to the client.
- ✓ Reported to management providing regular input on all account activity, including status and call reports on a weekly basis.
- ✓ Worked closely with the sales team maintaining a continuous knowledge of project status and identified potential issues and/or opportunities within or related to the project.

Sales Representative Electrolux Canada (Toronto, Ontario) 1988-1989

- ✓ Handled client communications, conflict resolution, compliance on client deliverables and revenue.
- ✓ Advocated for client needs internally, within the management, switching between technical, business and relationship issues seamlessly.
- ✓ Provided two-way communication between the client and team, achieving strong team representation and setting proper client expectations.

Sales Representative Mutual of Omaha (Downsview, Ontario) 1988-1989

- ✓ Owned the contract and contract renewals for new work for an existing client.
- ✓ Searched for opportunities for account growth and new business, involving the management support.
- ✓ Ensured that all processes and procedures were completed, quality standards were met, and that projects were profitable.
- ✓ Developed extensive database of potential clients; followed up on referrals and leads; generated new accounts and serviced existing customers to promote company's products.
- ✓ Prospected, approached, qualified, presented, closed sales, and obtained referrals from existing clients; facilitated sales presentations and interacted with existing and prospective customers.

Production Coordinator Discount Printing House (Concord, Ontario) 1987-1990

- ✓ Drew dummy copies for presentation and translated data from dummy copies to production work; engaged with sales and accenting departments, as well as clients, to verify accuracy of job orders.
- ✓ Arranged schedule with typesetters, graphic designers, printers and bindery finishers; supervised production process and performed quality control checks on hand layouts.

Years of Experience (What You Get)**Functional**

Sales	24	Printing Industry	13
Administration	21	Consulting	12
Service	20	Training	11
Management	17	Marketing	10
Advertising	16	Real Estate	2

Computer Skills

Platforms: Windows, and Macintosh

Applications:

Administrative: Proficient in Microsoft Office Suite (Word, PowerPoint, Outlook, Excel), Internet Explorer, Contact Management (such as Act!), Estimating, Accounting, CRM software, etc...

Design & Publishing: Ability to work with Adobe Photoshop and variety of graphic software, Visio, FileMaker Pro, and familiar with HTML

Education (What I Know)**Schooling & Special Studies**

Sales Training	ABS Canada	2012
Business Analysis	IPA-IBA	2004
Neuro Linguistic Programming (NLP)	Tad James	2003
The Platinum Rule	DR. Tony Alessandra	2002
Performance Enhancement Quotient	Jay Abraham & Chet Holmes	2001
The Psychology of Achievement	Brian Tracy	1996
Computer Studies	Microtron (Toronto, Ontario)	1995
Applied Real Estate / Marketing	British Columbia Real Estate Association (Vancouver, B.C.)	1994
Communication and Leadership Program	Toastmasters International	1994
Sales Success Seminars	Pat Munro	1994
Real Estate & Sub-Mortgage	University of British Columbia (Vancouver, B.C.)	1992-1993
Unlimited Power Program	Anthony Robbins	1992
Printing & Publishing	Kelsey College (Saskatoon, Saskatchewan)	1991
General Science	University of Saskatchewan (Saskatoon, Saskatchewan)	1990-1991
Production Management	Sharif Enterprises	1989
Medicine	Kabul University (Kabul, Afghanistan)	1978-1984

References Will Be Provided Upon Your Request