

Personal Marketing Plan – First Name Last Name

Address • City, State Zip

Phone Number • Email Address

Senior Leader: Operations, Client Services, General Management

- Revenue Growth and Acceleration
- Operations Management
- Client Service and Retention
- Margin Increases – Immediate and Sustained
- Strategic Planning
- Organization Development

Positioning Statement:

Experienced senior leader with strong client relationship, operations, financial and general management skills. I have a track record of developing high performing teams and future managers. Consistent long-term achiever of P&L goals and account retention levels in high growth organizations. Ability to manage multiple functions and locations. Respected colleague who partners with all functional areas to attain business objectives.

Competencies:

Business Development/ Client Retention	Operations Management
<ul style="list-style-type: none"> • Revenue Growth & Acceleration • Implementations & Conversions • Branded Partners • New Product Introductions • RFP Responses • Service Level Agreements • Pro-active Account Management • Customer Satisfaction Surveys • Client Self-Service/eLearning 	<ul style="list-style-type: none"> • Repeatable & Reliable Execution • Performance Metrics Development & Management • Start-Ups, Turnarounds, Shutdowns • Staffing and Capacity Planning • Business Process Improvement/Six Sigma Greenbelt • Project Management • Call Centers, Distribution/Fulfillment • Vendor Negotiations and Management • Inventory Planning, Purchasing & Management

Organization Development	Financial Management/ Strategic Planning
<ul style="list-style-type: none"> • Ownership, Accountability Culture • Scalable Organizations for Growth • Hiring “A” Players • High Performing Teams • Leadership Development • Career Path Development • SOP Development/Documentation • Associate Satisfaction Surveys • High Quality Communications 	<ul style="list-style-type: none"> • P&L Responsibility • Cost Reduction/Productivity Improvements • Budgeting, Forecasting, Analysis • Revenue & Profitability Models • Invoicing, A/R, Collections • Business Plan Development • MBO Creation & Attainment • Technology Deployment & Improvements • SWOT Analysis

Target Companies:

Health Care	Financial Services	Business Services/Other
AIM Healthcare Amsurg Brookdale Senior Living Caremark/CVS Community Health Systems/QHR Davita Emdeon Healthcare Management Systems HealthCare Realty Trust HealthSpring HealthStream Healthways Hospital Corporation of America Lifepoint Hospitals Med Solutions Passport Health Psychiatric Solutions Spheris Symbion Healthcare Take Care Health	Affinion Group CAT Financial Deloitte and Touche Direct General Insurance Goldleaf Financial Solutions Investment Scorecard iPayment Inc. KPMG Link2Gov	Asurion Bridgestone Central Parking Systems Cracker Barrel Dell Dialogic Communications Corp Dollar General Gaylord Entertainment Genesco Ingram Industries/Book Company Kroll Mars Petcare Ozburn-Hessey SMS Holdings T-Mobile Tractor Supply Company Vanderbilt University Verizon