




# KASHIF KHAN

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KashifKhan65 

## SKILLS

Strategic Sales Planning

Product Portfolio Management

Sales Training &  
Capacity Building

Corporate Training

Business Analysis

Business-to-Business Sales

Cross Functional Team

Leadership

Inventory Management

Promotional Marketing  
Campaigns

Corporate Trainer

## EDUCATION

BACHELORS OF ARTS  
in Communication

MINOR  
in Marketing with emphasis  
in Public Relations

CALIFORNIA STATE  
UNIVERSITY,  
SACRAMENTO  
Aug' 06

## PROFESSIONAL PROFILE

Leverages background in sales, B2B, operations analysis and management to drive lucrative sales cycles and generate profit

- ◆ **Exceeds target quota with cutting-edge business development strategies:** Accomplished 170% YOY sales to goal quota in a highly competitive market.
- ◆ **Streamlines team performance:** Created an innovative DVD training approach for sales teams by utilizing real-life customer interactions. Skilled at **corporate training, on-boarding,** and **establishing new hire processes.**
- ◆ **Establishes trust-based client relationships:** Achieved record breaking customer service scores throughout career.

## EXPERIENCE

### SOLUTIONS MANAGER

Verizon Wireless Communications / Nov '09 - Present

Directed revenue growth and customer service scores by directing day-to-day sales operations, revamping critical sales processes, and leading multiple teams to effectively meet assigned sales quotas. Won a series of promotions including sales representative, supervisor assistant, and manager over a 7-year-long career.

- ◆ **Business development Analyst:** Revitalized sales growth for an underperforming store by analyzing gaps in overall performance structure, providing one-on-one training to sales teams, and implementing revamped sales processes.
- ◆ Achieved 110% - 140% performance to goal for a team of 15 in only 6 months.
- ◆ **Leadership:** Developed and implemented a comprehensive churn report for team members, resulting in **record churn improvement of 30 basis points** compared to the company average.
- ◆ **Set location record** for revenue growth over 3 years for location (2012-2014).
- ◆ **Product innovation:** Consistently among the **top 1 to 5%** of the employees in the Southern region for the last 4 years, for new business development, client retention and goal over-achievement.
- ◆ Ranked among 1000 sales representatives across the state; achieved 6 top 10 finishes and 4 top 50 finishes in 2013.
- ◆ **Sales process improvement:** Secured 40k in annual revenue by analyzing effective positioning techniques, reverse engineering successful sales deals, and implementing best case practices to new product scenarios.

### ASSISTANT MANAGER

Sprint PCS / Nov '08 - Nov '09

Sales manager responsible for sales excellence through employee development, operational analyses and customer satisfaction surveys

- ◆ **Relationship management:** Delivered record customer service scores **35% over goal**, through strategic sales analyses. The beneficiary of which also lead to a revenue increase of **158% to goal.**
- ◆ **Training support:** Improved performance for a team of 15 sales representatives by promoting competitive contests, introducing simplified sales coaching techniques, and conducting one-on-one sessions to understand individual challenges.
- ◆ **Operations Analyst:** Attained high percentage to goal for consistent sales cycles by managing inventory distribution records, personally supervising weak revenue areas, and strengthening accessory sales.

## ASSISTANT STORE MANAGER

Circuit City / Feb '07 - Nov '08

**Challenge:** Accelerate sales performance for 50 - 60 new hires and young employees.

- **Performance improvement analysis:** Secured place among top 50 stores out of 650 by designing a comprehensive business development plan and by leading employee engagement through open-door management techniques. **Ranked #2** in the country for successfully meeting target accessory sales quota.
- ♦ **Capacity building:** Coached assistant managers for ~ 15 stores throughout the state in adopting best sales practices and in developing strategic training plans; won 3 cross department promotions for leading innovative team training initiatives.
- ♦ **Identifying new opportunities:** Led business process improvement by addressing critical management skill sets, leading hands-on team building programs, and implementing strict accountability measures to improve overall performance.
- ♦ Ranked #1 in the country for successfully meeting target accessory sales quota.

## CLIENT RELATIONS MANAGER

Wells Fargo Bank / Dec '05 - Dec '06

Sales and Operations lead responsible for customer relationships within SMB accounts (<\$100K)

- ♦ **Customer retention:** Closed Quarterly revenue cycles with an **86.89% penetration ratio (vs. goal of 50%)** by managing key portfolio accounts, promoting individual financial solutions for customers, and recommending new product services.
- ♦ **Established long-lasting client relationships** by introducing network development strategies, maintaining one-on-one interactions with complex business units, and introducing situation analysis methods to handle customer complaints.
- ♦ Received outstanding customer service scores from The Gallup Organization and EY for 10 consecutive months.
- ♦ **Operational excellence:** Streamlined operational performance by identifying key revenue generation areas, implementing daily sales tracking methods, and assisting fellow bankers in incorporating sales improvement strategies.
- ♦ Earned a certified banker degree with honor after completing a rigorous internal banking course.

## SALES AND TRAINING MANAGER

The Good Guys / June '96 - Dec '05

Facilitated multiple training programs for sales teams while directing business growth throughout LA, San Francisco, and Sacramento. Led successful recruitment programs, improved employee engagement by introducing effective assessment tools, and promoted a positively competitive growth environment.

- ♦ **In-service client support:** Secured \$20,000 in revenue in only 4 hours by reaching out to new clients through an innovative marketing campaign; provided an instructional DVD to inform customers about new products and services.
- ♦ **Product promotion:** Nurtured a strong west-coast business network by participating in a large-scale advertising campaign, maintaining live interactions with prospective clients, and promptly responding to incoming queries.
- ♦ **Augmented team performance** by promoting a situational analysis training model, teaching effective positioning statement techniques, and leveraging role plays to assist team members in dealing with difficult customer situations.
- ♦ **Exceeding target quotas:** Successfully met yearly sales goals by conducting daily revenue analysis, introducing an in-depth sales action plan, and designing individual training modules for a team of 40.

## AWARDS & HONORS

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- ♦ Winner Circle Award ("best of the best" honors for sales performance) by Verizon Wireless Communications - 2013 & 2014
- ♦ Winner of the ICON Award (district finalist for sales presentation) by Verizon Wireless Communications - 2013
- ♦ Winner Circle Award (sales performance) by Verizon Wireless Communications - 2012
- ♦ Winner of the ICON Award (district finalist for sales presentation) by Verizon Wireless Communications - 2012
- ♦ Achieved six top 10 finishes and four top 50 finishes (out of over 1,000 employees) in Florida by Verizon Wireless Communications - 2013
- ♦ Achieved 3 top 10 finishes and 6 top 50 finishes in Florida by Verizon Wireless Communications - 2012
- ♦ Ranked among top 20 out of 600 bankers in California by Wells Fargo Bank - 2006
- ♦ Awarded salesman of the year award with over \$0.5M revenue for each year by The Good Guys - 2003 & 2004