



KASHIF KHAN

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KEY SKILLS

Strategic Sales Planning

Product Portfolio Management

Employee Development

Generating leads / Cold Calling

Sales Training &
Capacity Building

Corporate Training

Business Analysis

Business-to-Business Sales

Leadership

Inventory Management

Promotional Marketing
Campaigns

EDUCATION

BACHELORS OF ARTS
in Communication

MINOR
in Marketing with emphasis
in Public Relations

CALIFORNIA STATE
UNIVERSITY, SACRAMENTO
Aug' 06

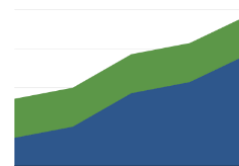
EXPERIENCED SOLUTIONS MANAGER SEEKING SALES MANAGEMENT OPPORTUNITY



Accelerate Sales Growth:
Accomplished 170% YOY
sales to goal growth



**Proven Record of Employee
Development:**
Consistently developing
employee performance via
simplified sales techniques.



Client Base Satisfaction:
Increased CSAT scores by 35%
above target

EXPERIENCE

SALES REPRESENTATIVE

AT&T Mobility / Jan '18 – Present

Executed sales process principles to consistently achieve sales excellence along side employee development, operational analyses and customer satisfaction surveys/scores.

- ♦ **Sales Excellence:** Delivered record premium, voice gross adds and broadband sales **200% over goal**, through strategic sales analyses, which led to a revenue increase of **177% above goal**.
- ♦ **Employee Support:** Improved performance for a team of 7 sales representatives by helping promote competitive contests, introducing simplified sales coaching techniques, and conducting one-on-one sessions to understand individual challenges.

SOLUTIONS MANAGER

Verizon Wireless Communications / Nov '09 – Dec '17

Directed revenue growth and customer service scores through optimization of day-to-day sales operations, revamping critical sales processes, and utilizing quality principles to incentivize multiple teams to effectively meet assigned sales quotas.

- ♦ **Top Performer:** Achieved **110% - 140% performance** to goal for a team of 15 in only 6 months and set location record for revenue growth for three consecutive years (2012 – 2014).
- ♦ **Recognized Performance:** Consistently among the **top 1 to 5%** of employees in the Southern region for new business development, client retention and goal achievement. Ranked amongst top 1000 sales representatives across the state; achieved **6 top 10 finishes** and **4 top 50 finishes**.
- ♦ **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 improved sales processes.
- ♦ **Leadership and Innovation:** Developed and led the implementation of a comprehensive churn report for team members, resulting in record churn improvement of 30 basis points compared to the company average.
- ♦ **Sales process improvement:** Secured 40k in annual revenue by analyzing effective positioning techniques, reverse engineering successful sales deals, and implementing best case practices for new product scenarios.

ASSISTANT MANAGER

Sprint PCS / Nov '08 - Nov '09

Executed sales management principles to consistently achieve 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, which led to a revenue increase of **158% above goal**.

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AWARDS & HONOURS

Ranked #1 in Sales for AT&T Mobility for the South West (July 2019).

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Winner Circle Award (“Best of the Best” honors for sales performance) by Verizon Wireless Communications (2013 & 2014)

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Winner of the ICON Award (district finalist for sales presentation) by Verizon Wireless Communications (2013 & 2012)

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Achieved six top 10 finishes and four top 50 finishes (out of over 1,000 employees) in Florida by Verizon Wireless Communications (2013)

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Achieved three top 10 finishes and 6 top 50 finishes in Florida by Verizon Wireless Communications (2012)

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Winner Circle Award (sales performance) by Verizon Wireless Communications (2012)

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Ranked among top 20 out of 600 bankers in California by Wells Fargo Bank (2006)

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Awarded salesman of the year award with over \$0.5M revenue for each year by The Good Guys (2003 & 2004)

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ASSISTANT STORE MANAGER

Circuit City / Feb '07 – Nov '08

Successfully accelerated sales performance for 50 - 60 new hires and young employees through gap analysis and capacity building initiatives.

- ◆ **Market Share Growth:** Ranked #1 in the country for exceeding accessory sales quota.
- ◆ **Performance Improvement Analysis:** Secured place among top 50 stores out of 650 by designing a comprehensive business development plan and leading employee engagement through open-door management techniques.
- ◆ **Capacity Building:** Coached assistant managers for approx. 15 stores in developing strategic training plans and adopting best sales practices; won three cross departmental promotions for innovative team training initiatives.
- ◆ **Identifying Growth Opportunities:** Improved business processes and management skill sets through hands-on team building programs and implementation of accountability measures to improve overall performance.

CLIENT RELATIONS MANAGER

Wells Fargo Bank / Dec '05 - Dec '06

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

- ◆ **Established Client Relationships:** Maintained one-on-one interactions with complex business units, and introduced network development strategies and situation analysis methods to address customer complaints.
- ◆ **Customer Retention:** Closed quarterly revenue cycles with an **86.9% penetration ratio** (vs. goal of 50%) by managing key portfolio accounts, promoting individual financial solutions for customers, and recommending new product services. 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.
- ◆ **Lifelong Learner:** Earned a certified banker degree (with honors) after completing a rigorous internal banking course.

SALES AND TRAINING MANAGER

The Good Guys / June '96 - Dec '05

Facilitated sales team training programs while directing business growth throughout LA, San Francisco, and Sacramento. Led successful recruitment programs, improved employee engagement and promoted a positively competitive growth environment.

- ◆ **Client Base Growth:** Secured \$20,000 in revenue in only 4 hours by reaching out to new clients through an innovative marketing campaign.
- ◆ **Product Promotion:** Nurtured a strong west-coast business network by participating in a large-scale advertising campaign, maintaining real-time interactions with prospective clients, and promptly responding to incoming queries.
- ◆ **Augmented Team Performance:** Promoted a situational analysis training model, taught effective positioning statement techniques, and leveraged role plays to assist team members in managing 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.