

Joseph P. Smith

Sales Organization Management – Telecommunications Industry

• 9716-B Rea Rd., #145, Charlotte, NC 28277 • 704-360-0050 • joe@josephsmith.net • www.josephsmith.net

Career Profile

An accomplished senior sales management professional with long-term tenure and documented sales results looking to continue track record of success in a sales management capacity. 11+ years of sales management and director-level positions in the Telecommunications industry. Significant experience in developing successful sales organizations geared to generate new business through a high-activity sales platform in a team-based environment.

Core Competencies

- New Market Expansion
- RFP / RFI Response Formulation
- Sales Revenue Forecasting
- Activity-Based Sales Leadership
- Strategic Market Research & Planning
- National Account Acquisition
- Sales Management Training & Development
- Personnel Growth & Development
- Multi-Office Sales Logistics
- Advanced Proposal Strategies & Construction
- Motivational Management with Results
- Direct Sales Force Start-Up & Development
- Channel Sales Strategies
- Special Pricing Contract Negotiation

Professional Experience

AT&T Solution Provider

3/2006 – Present

NC

An AT&T Master Solution Provider agency, utilizing an indirect sales force of service & equipment vendors nationwide

Director of Channel Sales (3/2006 – Present, Charlotte, NC)

- Oversee the recruitment, training and management of telecom industry service & equipment vendors as agents selling AT&T products and services to their business customers
- Monitor and track daily production through the use of internal reports and website analytics
- Manage the business administration and compensation processes for all vendor agents
- Assist agents in the sales process through qualification, special pricing negotiation, proposal generation, contract administration, order implementation and post-installation follow up
- Created company's first website and inbound marketing campaign (Search Engine Marketing), resulting in a **138%** increase in company-generated annual sales, and a **345%** increase in agent recruiting over a 3 year period
- Revenue generated directly from website leads and inbound marketing was instrumental in the company achieving the BellSouth Gold Partner status and the AT&T Solution Provider Champion status

Birch Telecom

11/1999 – 3/2006

TX / GA / NC

Regional CLEC (Competitive Local Exchange Carrier) targeting business customers, utilizing a UNE-P & facilities-based platform

Senior Regional Manager (10/2005 – 3/2006, Charlotte, NC)

City Manager (3/2002 – 10/2005, Charlotte, NC)

District Manager (2/2001 – 3/2002, Charlotte, NC)

Area Sales Manager (11/2000 – 2/2001, Atlanta, GA)

Senior Account Executive (5/2000 – 11/2000, Fort Worth, TX)

Account Executive (11/1999 – 5/2000, Fort Worth, TX)

- Promoted five times within the company, leading up to my last position as the Senior Regional Manager of NC Sales
- Managed the Charlotte sales office as well as remote offices in Greensboro, Raleigh, Asheville, Wilmington and Salisbury. Maintained daily contact with all offices to inspect and manage activity and production levels, evaluate performance levels, and provide leadership, training and coaching

Birch Telecom*[Continued]***TX / GA / NC**

- Utilized as the back-up to the Regional Vice President, managing other offices throughout the region as needed
- Consistently maintained lowest employee churn rate in region by creating an atmosphere of success and team unity
- Consistently ranked as the top sales office in terms of sold revenue, billed revenue and number of Account Executives promoted to Senior Account Executive
- Promoted my top Senior Account Executive to District Manager and oversaw the development of Charlotte Team 2
- Assisted the Regional Vice President in the formation of the Leadership Summit, a high-level training curriculum for the top 20% of Account Executives, delivered in quarterly seminars across the region
- Initiated the Major Accounts Program for Birch Telecom - originally an initiative for the Charlotte office, the program grew to a corporate-wide division which was later managed from the corporate office. More Major Accounts were sold from the Charlotte office than any other office at Birch Telecom
- Deployed and managed the Birch Telecom Association program in the Charlotte market, partnering with local associations to offer discounted Birch services to their members
- Received special invitation by Birch Corporate to participate in the creation of Sales Training and Sales Management Training videos, produced at headquarters in Kansas City, Mo, which were distributed and used company wide
- Pioneered the Charlotte sales office from the start-up phase by hiring original sales and support staff, managed staff to exceed company expectations, and developed new Account Executives into Senior Account Executives over time
- Managed all aspects of the business including sales, office administration, atmosphere, training, meetings, recruiting, interviews, forecasting, order processing, community involvement, media coverage and employee retention
- 1st Account Executive in company to be promoted to Senior Account Executive in less than 6 months in May 2000

Cydcor International (AT&T)**5/1998 – 11/1999****IN / MA / TX**

An outsourced direct-sales company commissioned to represent AT&T to business customers, selling CLEC local & data services

AT&T Campaign Manager (8/1998 – 11/1999, Houston, TX | Dallas, TX)

Sales Representative (5/1998 – 8/1998, Indianapolis, IN | Boston, MA)

- Promoted to AT&T Campaign Manager after just 3 months as a Sales Representative
- Interviewed, hired and trained new Sales Representatives, plus administered training seminars and market meetings
- Assigned to special team responsible for opening new AT&T Sales Offices in 3 different states (IN, MA and TX)
- Managed several sales teams ranging in size from 10 to 40 representatives selling AT&T CLEC services
- Created new control systems for Territory Management which were later implemented throughout the company
- Sold AT&T CLEC local, long distance and data products to business customers as an alternative to the incumbent local phone companies

Awards and Recognition

AT&T / BellSouth Alliance Channel – Company recognition for the AT&T Master Solution Provider agency

Solution Provider Champion, Circle of Excellence, Master Agent Status, Gold Partner Status, Silver Partner Status

Birch Telecom – Personal recognition for Joseph P. Smith

5 time recipient of the exclusive Birchievers Presidents Club Award (2000, 2001, 2003, 2004, 2005)

Recipient of many other sales management performance awards, including: NSCAR Manager of the Year (3 consecutive years), Top Dog Award, MVP Award, Greatness in Motion, Golden Retriever Award, Best in Show Award, Gold Leaf Award, Triumph Award, Ace Award, Breaking the Bank Award, Power Player Award, Quota Club, Premier Club, Top Hat Award, Fast Start Award

Education and Training

1997 – Southern Illinois University, Carbondale, IL. Bachelors Degree: Advertising Major, Asian Studies Minor

Professional References Available Upon Request