

MICHAEL A. FITZPATRICK

888 Pelham Court
Westerville, Ohio 43081

614.888.2151
mafitzer@aol.com

PROFESSIONAL PROFILE

A successful sales professional with extensive business development experience marketing a wide array of products and services. Successful management experience includes both sales and business unit assignments. Solid interpersonal, analytical, leadership and selling skills. Consistent track record of enhancing customer relationships and overall company profitability through individual contributions and team development.

BUSINESS EXPERIENCE

GREATER COLUMBUS CHAMBER OF COMMERCE

November 2003 to Present

A membership organization that leads and support economic growth and development for the Greater Columbus Community in the global marketplace.

Area Sales Manager Membership Services

Responsible for attracting new members to join the Chamber of Commerce, promoting various Member Benefits Program to perspective new and existing members, working with current members to ensure annual retention and publicly promoting the initiatives of the Chamber in the business community.

- Highest ranked Area Sales Manager in terms of new memberships during tenure.
- Represent the Chamber of Commerce at Trade Shows, Business After Hour Events, Ribbon Cuttings, Grand Openings, Ground Breakings, Member Receptions and Small Business Council Meetings.
- Served as Co-Chair for the 2004 Chamber of Commerce United Way Campaign.
- Served as Board Member on the Vehicle For Hire Committee for the City of Columbus.
- Initiatives include improving and promoting the Chamber's Hot Leads program, coordinating a Membership Drive for the Small Business Council and training members of the Chamber Ambassador Program.

QWEST COMMUNICATIONS INTERNATIONAL, INC.

1996 to April 2003

A global telecommunications leader in broadband Internet-based data, voice, and image communications, serving more than 30 million customers worldwide.

Sales Manager Inside Business Sales

2000 to April 2003

Responsible for overseeing business operations of a Regional Sales Team, including: managing 10 sales professionals; meeting monthly and yearly sales quota objectives; establishing procedures for the retention of existing business accounts; hiring as well as providing on-going product and sales training; assisting Marketing in the development of sales campaigns and promotions; and creating incentive programs.

- Achieved annual sales quota attainment of 149% in 2000, 105% in 2001 and 124% in 2002.
- Received several performance awards including the Qwest President's Club Award in 2000. Also achieved Cisco Systems Certification in 2000.
- Served as organizational contact for maintaining all business lead campaigns and departmental contests and incentives.
- Acted as interim Sales Manager for an additional team of 10 Sales Representatives for 15 months until a replacement had been named.

Supervisor Customer Relations Group

1998 to 1999

Responsible for overseeing Customer Relations Group, whose responsibilities included working with existing business customers that were in jeopardy of terminating their services with Qwest Communications by resolving issues, extending current service agreements and providing alternative produce solutions to meet the customer's needs.

- Achieved quota attainment of 170% during tenure as Supervisor.
- Successfully managed the "Winning Combination" program to enhance the customer experience through collaborations of the Customer Relations Group and Business Customer Service Organization.
- Received the "Excellence Award" for outstanding contributions to the Business Sales Management Organization.

Supervisor Business Winback Group

1997 to 1998

Responsible for overseeing the Business Winback Group, whose responsibilities include regaining former business customers of Qwest Communications, as well as providing solutions to ensure that existing customers are maximizing their current service levels.

- Consistently achieved monthly quota for new sales revenue.
- Oversaw various campaigns to enhance sales activity and revenue.
- Received the "Circle of Success Award" for continued work with the Business Customer Service Organization.

Account Manager II

1996 to 1997

Responsible for proactively managing a base of existing business accounts through utilization of a solutions-driven approach to retain current customers and develop new business opportunities.

- Achieved sales quota of 110% during tenure as an Account Manager.
- Served as organizational Team Lead or Point of Contact for lesser-developed Account Managers.
- Received the "H.E.R.O. Award" for creating the "Winning Combination" program. Also, was featured and commended in company newsletter for efforts leading to the improvement in relations between the Account Management Center and Business Customer Service Organization.
- Developed and implemented "Selling Skills" training material for newly hired sales representatives.

O'BRIEN BUSINESS EQUIPMENT

1995

Sales Representative

Responsible for the generation of new sales through prospecting and cold calling, as well as providing superior customer service to existing clients. Attained "Over Achiever's Club" sales attainment status.

ROSE PRODUCTS AND SERVICES

1994

Sales Representative

Responsible for selling to and managing an existing base of customers as well as the generation of new customers through prospecting and cold calling. Top representing during tenure for establishing new accounts.

EDUCATION

B.B.A. Marketing, International Business, Ohio University, 1993