

Mike McPhail

Calgary, Alberta 403-286-9555

mmcphailcg@gmail.com

Results-orientated individual with work experience (most recently with Hardware and Building Materials stores and Automotive Parts dealers) doing business development in the Retail space and the Information Technology industry. Possessing critical skills in time management (managing large territories like Western Canada), customer relationship management, teamwork and ongoing account management. Outstanding presentation and communication skills in diverse work environments.

CORE COMPETENCIES

- Excellent written and communication skills
- Ability to manage a large and diverse territory
- Customer and service orientated
- Relationship Building skills
- Time Management
- Driving results to achieve corporate goals
- Listening skills
- CRM tools (Salesforce and Maximizer)
- POS (point of sale) systems
- Business Analysis

RETAIL STORE OPERATIONS SKILLS

- Managed a technology store location responsible for \$25M in yearly sales
- Responsible for implementing Point Of Sale systems, merchandising programs, inventory management, staffing, payroll, and reporting store metrics
- Created and followed budgets for sales, inventory, staffing and payroll

COMMUNICATION SKILLS

- Created and delivered complex concept presentations to small and large groups
- Conducted business analysis reviews in the implementation of ERP systems, worked with operations managers to build out software solutions that were designed to meet business financial metrics
- Ability to communicate and work with CEO's, senior management and Owners

PROCESS IMPLEMENTATION AND IMPROVEMENT SKILLS

- Organized team meetings and implemented processes that improved key milestone project dates.
- Conducted business analysis reviews in the implementation of ERP software, worked with operations managers to build out a software solution that was designed to meet business financial metrics
- Implemented and set up processes to streamline development, communication and tracking.

MANAGEMENT

- Recruited and built team of customer facing sales professionals with an annual revenue target of \$15M as sales manager in major and small business accounts
- Outlined roles and responsibilities for staff conducted performance reviews. Interviewed and hired sales and administrative staff
- Identified opportunities to improve efficiency of sales process and created team selling initiatives
- Worked with Business Partners to establish rules of engagement and set mutual goals
- Conducted cross-functional team meetings to align milestone dates, discuss open issues and project status.

VOLUNTEER

- WRLA – Education committee
- Calgary Folk Festival – Artist Transportation

EMPLOYMENT**INDEPENDENT CONSULTANT****AlphaSights Ltd. / 12/2016 to current**

- Project Based consulting work with Entrepreneurs and businesses entering new markets

SENIOR ACCOUNT EXECUTIVE**Epicor / 11/2014 to 11/2016**

- Built new business for Enterprise Resource Planning (ERP) software and hardware in both Building Materials and Automotive Parts dealerships

REGIONAL ACCOUNT MANAGER**Spruce Computer Systems / 03/2013 to 10/2014**

- Sold ERP software to Building Materials dealers and did a Business Analysis with Owners on the use of analytics, metrics, and use of KPI's in reports and dashboards

ACCOUNT MANAGER**OGC Business Software / 2006- 03/2013**

- Achieved 3 consecutive sales performance awards for Building Centre ERP sales over achievement

RETAIL STORE MANAGER**CompuSmart / 2004-2006**

- Store Manager responsible for sales, staffing, payroll, merchandising, purchasing, and inventory

SALES DIRECTOR**TELUS / 1998-2004**

- Built and recruited team, and consistently achieved of 120% of growth objectives

ACCOUNT MANAGER**TELUS / 1996-1998**

- Sales Campaign winner for highest achievement of new business activity and account retention

ACCOUNT MANAGER**XEROX / 1991-1996**

- Document Systems Representative of the Year for over achievement of sales and customer satisfaction

ACCOUNT MANAGER**IBM / 1984-1991**

- Assembled team expertise to assist clients in using technology, achieving 100% Club sales awards

EDUCATION

- **Business Administration Diploma**, Ryerson University, Toronto
- **Telecommunications Management Certificate**, Continuing Education, Mount Royal College, Calgary,
- **Business Analysis**, Continuing Education, Mount Royal College, Calgary
- **Western Retail Lumber Association (WRLA)** - Retail Management Courses

PROFESSIONAL TRAINING

- Account Sales Training – IBM
- Dale Carnegie Program in Effective Communications
- Salesforce.com CRM
- Leadership Through Quality - XEROX
- Business Analyst – Mt. Royal University
- Strategic Selling - Miller Heiman