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Free Resume Candidate Reference 090422-5

Desired Position: Corporate Recruiting, Training, and Development

Location: Atlanta, GA (Metro)

I worked at IBM 27+ years; my key areas are business controls and analysis, training and mentoring, commissions and incentives, and sales support. I am looking for a position involving any or all of these skills. I am flexible as to the specific industry.

SUMMARY

Seasoned Sales Operations professional, confident in ability to deliver business value through leadership and contributions to sales strategy, sales training, sales operations and logistics. Extensive experience in commission structuring and planning, forecasting, transition management and business controls. Demonstrated skill in team building, presentations and employee mentoring.

CAREER HISTORY

INTERNATIONAL BUSINESS MACHINES – Atlanta, GA

1981-2009

Senior Sales Operations Specialist, 2008-2009

Sales Operations Advisor, supporting Regional VP and his leadership team with pipeline analysis, forecasting, and communications. Provided direction to leaders with issues involving business controls, personnel and commissions.

- Incorporated key data from multiple sources across the matrix to facilitate sales execution and decision making.
- Created effective presentations for use by VP in a wide variety of settings.
- Persevered in solving difficult issues for management in business controls, commissions and personnel.

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- Facilitated team building and cooperation among remote organizations and peers utilizing effective written communication and development of intranet team room.

Incentive Analyst, 2007-2008

Developed and taught educational modules for entire job role of Commission Processing Analyst. Provided on-site education in Centers of Excellence (CoE) in Rio de Janeiro, Brazil and Beijing, China with remote follow-on coaching and mentoring.

- Created comprehensive training materials that served as effective class modules and on-going reference tools.
- Trained 120 new employees in Brazil and China with follow-on education and coaching via internet and phone.
- Advised Worldwide Incentives and Commissions staff and CoE management as subject matter expert regarding normal commission processes and exception situations.
- Served as subject matter expert on audit processes, reviewing business controls requirements and identifying exposures to CoE staff.
- Recognized as significant contributor to effective and timely transition of responsibilities to CoE.
- Enhanced new employee contributions with clear direction, mentoring and strategic demonstrations of trust.
- Provided individual interim support to US sales managers as needed during phase-down operations.

Commissions Processing Analyst, 2000-2007

Provided commission support to assigned group of sales managers regarding incentive plan letters, challenges, commission statements and related issues. Ensured accurate and timely processing of all commission payments and consistent adherence to appropriate business controls guidelines.

- Provided effective support to large groups of commissionable employees (up to 1100) in all areas related to sales plan interpretation, commission documents and processes.
- Attained subject matter expert status in matters of end-to-end processes and their effect on end results.
- Conducted ongoing manager education with clear communication, conference calls and individual assistance.
- Maintained all satisfactory audit evaluations by advising peers, staff and management on business controls.
- Mentored new team employees to take on independent task initiative and accountability.
- Recognized by managers for excellence in advice, assistance and follow-through.
- Selected to participate in special projects on procedure simplification and quality improvement.

IBM *(continued)*

Program Administrator, 1994-1999

Consolidated commissions analyst for national sales force. Role was previously administered by seven individuals.

- Managed commissions accounting in \$8B business division for 130 marketing managers and reps.

- Implemented business controls in commissions activities to obtain satisfactory Corporate and Divisional audits.
- Participated as guest auditor in Corporate Audit of commissions in Systems Storage Division.

Program Administrator, 1991-1994

Business controls auditor/system security manager for eleven locations nationwide, staff financial reconciliation and facility interface.

- Provided business control direction to field organization comprised of 300 employees with a budget of \$161M contributing to 100% satisfactory audits in 1993.
- Trained personnel in systems security processes which improved user satisfaction and request response time.
- Initiated a program to redefine computer system security clearances for 350 employees resulting in a 30% decrease in process complexity and a 25% decrease in the number of clearance levels.
- Coordinated relocation of 100 people that included physical planning, follow-up with real estate, construction and systems personnel. Move was accomplished on time, within budget and with minimal business disruption.
- Implemented audit control procedure to reduce travel expenses resulting in 15% cost savings and 20% productivity improvement.

Customer Operations Manager, 1988-1991

Asset manager in branch with revenue in excess of \$250M for order entry, accounts receivable, contracts, commissions, returns and administrative services.

- Managed a team of 12 administrators focusing on successful business results, including consistent collection of \$6M per month in accounts receivable.
- Directed task force in revising divisional order entry procedures resulting in a 32% reduction in procedure instructions and a 20% reduction in process activities.
- Implemented quality improvements in telephone services, communication and customer education that produced improved customer satisfaction.
- Managed successful redeployment of 12 personnel and administrative transition to remote site.
- Directed branch business controls ensuring three satisfactory audits.

Staff Financial Analyst, 1985-1988

Consolidated business measurements, coordinated field administrative procedures and served as liaison between HQ and branches.

- Contributed as user representative to development and testing of administrative computer systems in commissions, contracts and order entry.
- Developed and taught education modules for successful introduction of new division commission system.
- Trained 300 users on data inquiry system, increasing efficiency and individual productivity.

Branch Office Administrator, 1981-1985

Performed a variety of administrative tasks with increasing responsibility, including order entry, accounts receivable, commissions and control desk. Achieved successful career transition from teaching to marketing support over a relatively short period of time.

EDUCATION

Master of Education, University of North Texas, Denton, TX

Bachelor of Music (Music Education), University of North Texas, Denton, TX. *Graduated magna cum laude.*