

DANA DUMOND

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SUMMARY OF QUALIFICATIONS

I am a seasoned professional with extensive experience in varied positions ranging from sales, marketing, finance/credit, and management. The two most recent careers stemmed at business to business level with national accounts. Although the jobs from 1997 to 2005 held different titles, each position was similar serving the same key customer representing various consumer products. All these & other careers have had progressive increases in responsibility & skills. I am committed to a high level of dedication, accomplishment, & consistent track record of delivering bottom-line results.

MAJOR ACCOMPLISHMENTS (documented percentage increases, written references, & awards)

1. Exceeded quota thresholds & awarded various incentive trips for top performance
2. Grew overall territory sales by 18.35%; Ranked #10 of reps nationally
3. 3 locations ranked 11th, 21st, & 34th & 7 locations placed in the Top 150 of 2,500 nationwide

PROFESSIONAL EXPERIENCE

Account Manager—Staples Business Advantage (Was Corporate Express, but acquired) 2008 – 2009
*Account Management—Mainly Penetration of Existing Accounts with a **Business to Business** Focus.* Before acquisition of Corporate Express which caused job loss, job included *NBD or Conversion of New Clients*. Sales of Office Products, Furniture, & Facility Supplies in Lewiston/Auburn, Augusta, & Portland, ME. I **serviced national accounts** locally; its contracts, & pricing; worked in tandem with Strategic Acct. Mgr. to achieve mutual goals. Also, I was assigned & opened new small, mid-mkt., & large **local accts.** Diverse levels of business, client, & manufacturer contacts.

- ♦ Awarded \$3000 due to downturn rather than a exotic trip for Sales Excellence tier of achievement
- ♦ Assigned area's national accounts due to extensive sales background and increased an extra \$60,000 of annual, incremental sales through successful adding of new lines of business (LOB).
- ♦ Exceeded quota thresholds & compensated with consistent commissions; ♦ DISC training.

Short period of unemployment due to layoff caused by the downturn in economy (Oct. 07 – Mar. 08)

Sales Representative—Sherwin Williams, Diversified Brands, Dealer Group 2005-2007

Direct, Outside Sales Representative—Account Management with New Business Development.

Business to Business calling on independents (paint, decorating, private & *Ace* branded hardware locations) in ME, NH, MA. Networked throughout territory with dealers, designers, architects, & contractors. Business development canvassing, qualifying, set up & training of new dealers.

Education & sales to existing customers—Existing product promotions & new rollout campaigns.

Lines—Dutch Boy, Pratt & Lambert, Martin Senour, & H&C.

- Awarded Presidents trip to New Orleans, LA. one year & Circle of Excellence trip to Atlantis Resort at Paradise Island, Bahamas another year; ♦ Completed formal sales process training.
- Increased existing promotional sales volume by 70% & Top 20 for rolled out new campaign.
- Grew overall territory sales by 18.35%; Ranked #10 of reps nationally in group.

Sales & Service Rep—Sherwin Williams, Diversified Brands, Wood Care Group 2002-2005

Consumer products, account management with consultant style of sales **for key/strategic customer Home Depot.** A *manufacturer direct* position in ME & NH territory assisting paint departments with product placement/merchandising, planogram/resets, existing product promotions, & inventory control. Coordination of new product rollout campaigns. *Business to Business* when negotiating space with global merchant buyers. Lines—Minwax Stain, Minwax Poly & Thompson's Waterseal.

- Coordinated promotions—(1) Placed largest orders in history (2) 3 ranked 11th, 21st, & 34th of 2,500
- Collaborated with corporate buyers, supervision store set up teams, and training of new employees individually & groups. In fact, I implemented 4 different locations all within 2, short months.
- Exceeded sales volume in 7 locations placing them in the Top 150 of 2,500 nationwide.
- Increased overall territory percentage of sales by: 34.05 % Thompson's & 17.86 % Minwax.

Manufacturer's Representative (Sales/Service)—General Electric Lines for HGA 2000-2002
Harvey Gertsman Associates or HGA *Rep Firm*, Lynbrook, N.Y., **Consumer Products**, *account management* with consultant style of sales **for key/strategic customer Home Depot**. With more visibility and status within the Home Depot vendor mill, represented HGA's key account or GE in all Maine locations. Received specific training directly from GE National account managers & follow up with them. Represented the following product lines: Lighting, Water Softening & Filtration, Appliance Parts, Electrical, Silicone, & Plexiglas. *Business to Business* when negotiating with global buyers.

- Awarded many cash spiffs in contests—for best secondary & creative displays, & most end-caps.
- Spearheaded GE demonstrations; Merchandising, resets, planogram, & product placement.
- Built rapport, supported key client, & leveraged ultimate relationship into long term partnership.

Field Sales and Service Representative—Lawn and Garden Lines for SRS 1997-2000

Northeast Sales & Service (Now known as Seasonal Retail Services or SRS) *Rep Firm*, Cranford, N.J., **Consumer Products**, *account management* with consultant style of sales **for key/strategic customer Home Depot**. Territory management of Depots in Maine, New Hampshire, & Vermont for 30 Lawn & Garden lines. *Business to Business* when negotiating with global, merchant buyers.

- Expanded sales units and dollars by utilizing computer technology to improve product orders.
- Developed client relations by establishing rapport, meeting client expectations, making suggestion to client orders, and by building trust with clients. On-going training of employees.
- Exceeded performance expectations; thereby, secured on-going salary increases & even a vehicle.

Additional Relevant Experience includes: **Key Account Rep:** Customer Service & Key Account Management for all Ames Dept. Stores in ME/NH; Inventory Mgmt., Promotions; Relationship & Consultant training; **Credit Analyst:** Collections, Credit, & Monitoring for Government & Esso Key Accts; **Customer Srv. Rep:** Call Center & Acct. Updates; **Retail Management:** Management/Supervision, Merchandising; Sales analysis; Reviews, interviewing, & orientation.

SKILLS

Account & Project Management • Motivation/Coaching/Training • Relationship & 3 “E” Model • Marketing/Sales • Supervision/Management • Root/Cause/Improvement • Reporting • Analysis

- ♦ *Multiple computer software/platforms:* Microsoft Outlook, Word, Excel, & PowerPoint; Adobe; Salesforce.com contact/tracking; Apollo; SAVO; Can use technology as aid (e-mail attachments)
- ♦ *Effective team player:* Relate to multiple points of view, see the big picture, & think outside the box
- ♦ *Clear Communication:* Concise interpersonal skills via e-mail, in person, or phone--project a smile
- ♦ *Hardworking Employee & Coworker:* Go the extra mile for the internal or client customer

EDUCATION

Bachelor of Science in Business, Marketing Concentration, 2004

Southern New Hampshire University, Manchester, New Hampshire

Honors: Conferred Magna Cum Laude (GPA 3.65), bestowed Gold Key Award (the highest honor given by the institution), and inducted into Delta Mu Delta (National Honor Society in Business).

Certification, Human Resource Mgmt, 1994, University of Southern Maine, CEB, Portland, Maine