

Mark D. Phillips
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Highly accomplished and results-oriented sales professional with over 20 years experience in solutions sales, leadership, customer support, and marketing. Holds a consistent record of exceptional revenue growth with outstanding customer satisfaction and retention. Specializes in consultative sales, marketing, and business development.

EXPERIENCE

Insurance Sales Assistant, Cross Insurance Agency, Bangor, ME November 2016 – Present
Works to support four personal lines agents, and one senior assistant. Responds to customer inquiries by phone, email and in person. Prepares insurance forms and documents such as vehicle ID cards, replacement cost estimates, binders, applications, etc. Exceptionally organized, and an effective problem solver. Excellent at follow up with customers to ensure needs are being met. Skilled at use of various industry computer applications to enter and retrieve necessary customer data. Develops relationships with insurance providers, and lending institutions. Works well in high traffic office setting.

Highlights

- Licensed in Maine as producer for property and casualty insurance for largest agency in Maine

Territory Manager, Dennison Lubricants, Gardiner, ME May 2015 – November 2016
Was responsible for maintaining a large book of business, as well as developing new client relationships across a large area of Maine. I delivered high-level account management to all of my clients, and worked well with every level of decision maker from business owners to technicians. I helped solve client issues, and worked with my peers to ensure quality deliverables. I consistently looked for unique ways to exceed customer expectations, cross selling products that fit customer needs, and deepening the relationship at every turn.

Highlights

- Developed customer loyalty program for improved retention to be implemented company-wide
- Exceeded annual sales quota for 2016

Product Manager, HighQuest Group, LLC/ Soyatech, LLC, Danvers, MA 2008 – 2015
As Product Manager, identified and developed new business as well as maintained and grew existing market-share; sold marketing solutions in print advertising, conference sponsorships, exhibit spaces, webinars, and web-based advertising to senior level decision makers in global markets; developed and managed a sales territory in North America, as well as serviced clients in Europe, Asia and Africa; was responsible for rebranding and marketing of the Soya & Oilseed Bluebook and Soyatech.com.

Highlights

- Exceeded personal sales quota by 67% in 2013
- Reached one million dollars in sales with company in 2013
- Received the top salesperson award for 2012

Pre-Apprenticeship Coordinator, United Technologies Center, Bangor, ME 2006 – 2008
Created, organized and managed the first Pre-Apprenticeship program for the largest technical high school in the state of Maine. Developed apprenticeship opportunities with local businesses; Placed students in work-study positions related to their field of study; Counseled students to increase their job and career management skills; Tracked, managed and reported results to Maine State Department of Labor, teachers, school leadership and parents.

Highlights

- Doubled the number of program participants
- Markedly increased the number of employers in the program

President/Owner, Phillips Consulting Group, Inc., Orono, ME 2002 – 2006
Provided consulting services to locally-based businesses, some with global markets. Developed strategies for marketing, and created plans for increased business opportunities for clientele. Clients included professional service providers, manufacturing/import/export firms, financial services providers, retail, and research firms. Produced client results including significant growth in customer base and revenues, improved retention, and recapturing lost customers. Effectively handled a broad range of administrative and financial responsibilities, including business process improvement, marketing, sales, project management, contractor management, training, proposal development, collections, purchasing, customer service and accounting.

Advertising Sales Manager, Maine Times Publishing, Bangor, ME 2000 – 2002
Greatly improved advertising revenue, which had declined following a leadership change and loss of the paper's conventional customer base. Was acknowledged for clear direction, excellent preparation, job coaching, and providing both challenge and support to the sales team. Rebuilt the *Maine Times* sales team to become exceptionally productive and collaborative. Developed and trained the sales staff on Gold Mine CRM system.

Advertising Representative, Down East Magazine, Rockport, ME 1995 – 2000
Built outstanding relationships with diverse business clients throughout the state for this national publication about life in Maine. This included luxury real estate companies, Maine made products, galleries, retail and tourism. Grew revenue 26% in the first year, which broke existing sales records. Exceeded sales goals every subsequent year.

EDUCATION

Customer Centric Sales course – Danvers, MA – 2011
Dale Carnegie Leadership for Managers Course – Bangor, ME - 2003
Dale Carnegie Course – Bangor, ME - 2002

Community College of the Air Force – Non-Commissioned Officer intensive leadership training, Bangor Air National Guard Base, Bangor, ME; General Electric Government and Military Division advanced system training, Syracuse, NY; Airway Sciences technical training, Keesler Air Force Base, Biloxi, MS; Achieved level 5 status for Aerospace Control & Warning Systems, Keesler Air Force Base, Biloxi, MS, Bangor Air National Guard Base, Bangor ME, Basic Military Training, Lackland Air Force Base, San Antonio, TX.

MILITARY EXPERIENCE

Sergeant, Active Duty, United States Air Force, Bangor, ME
Worked as a supervisor, instructor and operator on the “Over the Horizon Backscatter Radar” system. Delivered presentations, tours and training to senior government and military officials. Recognized by supervisors for excelling as a presenter and appealing to diverse audiences, high engagement and involvement, and making technical information clear and understandable.