

DAVID A. TAYLOR

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QUALIFICATIONS SUMMARY

Operations - Client Services - Technology Mgt – Project Mgt Industries – Finance, Insurance, Transportation, Communications

Versatile Operations, Sourcing, & Sales Executive with a solid background in business management, contracting, technology, marketing, and facilities. Skilled in facilitating the critical link between operations, marketing, and customer service.

Possess a wide range of professional experience in directing individuals, teams, and initiatives in companies of all sizes. Exceptional communicator with strong negotiating skills and proven problem-solving capabilities.

Specific expertise in:

- ◆ Management - Operations
- ◆ Negotiations
- ◆ Insurance Cost Control
- ◆ Procurement & Sourcing
- ◆ Contract Management
- ◆ Project Management
- ◆ Strategic Alliances
- ◆ Training
- ◆ Expense Control
- ◆ Customer Service and CRM
- ◆ Professional Service Offerings
- ◆ Call Center Management

PROFESSIONAL EXPERIENCE

AFFORDABLE HEALTH OPTIONS, Land O Lakes, FL

2010 - Present

Financial services distributor with multi state operations

Managing Director - Operations

Responsible for all operations functions including client services, sales operations, technology, call center management, training and commission management.

- **Sourced new providers and negotiated** master general agent contracts with top tier providers
- **Developed systems** to facilitate quotations and order entry
- **Managed outsourced contact center**, to maximize lead production and conversion.
- **Implemented systems and communication technology**, enabling increased leads and revenue.
- **Developed processes & technology**, to facilitate the growth of sales month over month.

RETAIL BUSINESS DEVELOPMENT (RBD), Tampa, FL

2009-2010

Wireless technology distribution with over 350 locations across the US.

Director of Business/Sales Operations

Oversight of operational areas including sales systems/processes supply chain/purchasing, facilities, information technology, inventory control, logistics, and reporting. Main operations and technology interface to internal departments and strategic partners including DirecTV, CLEAR, MetroPCS, and Vonage.

- **Centralized the operations function in the company**, centralizing purchasing, facilities, IT, technical services, training, and inventory control areas to increase response time to internal and partner requirements.
- **Designed and managed the creation of multiple systems**, including custom point of sale systems, a contest tracking system with a web-based real-time tracking component for sales representatives, and an inventory tracking systems for field locations.
- **Guided the implementation of an on-line learning portal (LMS)**, designed, developed, and implemented the LMS which is used to deliver on-line courses to internal and external clients.
- **Centralized sourcing/purchasing**, moving all buying activities into the operations area. Implemented a program to improve consistency in ordering and achieve volume discounts.
- **Created a new reporting system**, reducing the time for critical reports from hours to minutes by automating the production of the reports to enable a reallocation of labor to selling activities.

PROFESSIONAL EXPERIENCE*(Continued)*

T-ROYAL PARTNERS, Land O Lakes, FL 2007-2009

*Consumer products distribution company with locations in the US and Chile.***Director - Operations**

Responsible for the operations functions including system management, sales processes, training, facilities, IT, and commission management.

- **Oversaw sales system management**, sales operations, training, IT, and commission management.
- **Created the sales operations department**, improving order processing, increasing monthly revenue, and reducing customer fallout.

NATIONAL HEALTH PARTNERS INC, Sarasota, FL 2005-2007

*Provider of retail and wholesale healthcare programs.***VP Sales Operations – Contract Management**

Led operations and project management activities, developing procedures to manage outside call centers and sales teams. Managed external/internal projects in sales, IT, and development.

- **Spearheaded operations and sales projects**, forming and implementing procedures and processes to manage a network of strategic partnerships with independent brokers, agents, and call centers.
- **Oversaw the operational launch of new products** at targeted market segments; project managed the introduction of new products and associated sales reporting, processes, and fulfillment.
- **Reduced commission payment errors** by designing a new web-based compensation system for independent and partner sales channels.
- **Worked with investors, partners, and legal team** to take company public in 2006 successfully raising capital needed to expand marketing and sales

Z-TEL COMMUNICATIONS, Tampa, FL 1998-2005

*Creator and provider of communications services for the general public.***VP Sales Operations & Systems**

Directed operations, including contracted call centers, sales system design and development, web operations, order processing, large account field operations, and commissions payments.

- **Contracted and managed a network of call centers** to handle both inbound and outbound calls.
- **Oversaw sales operations** of an 800 person outside and inside sales force.
- **Project managed the first “flow through” provisioning system** in use by a competitive telecom provider, facilitating a headcount reduction from over 200 in provisioning to under 50.
- **Key player in management team** that prepared the public offering in 1999 which successfully raised enough capital to build out operations in 43 states.

DELTA AIR LINES, Atlanta, GA 1991-1998

*Provides air transportation and cargo services to the general public***Director Contract Services and sourcing**

Oversight of all sourcing/purchasing and contract services across multiple divisions.

- **Sourced, bid, and managed contract services** to support Marketing, Sales, and Maintenance.
- **Managed multiple operations** and equipment projects in the IT arena.
- **Built a sales operations area** in the surplus material department, facilitating an increase in revenue by coordinating sales to and from other airlines for needed surplus material.

EDUCATIONDOWLING COLLEGE, NY *Masters of Business Administration*OSWEGO STATE UNIVERSITY, NY *Bachelor of Science in Business Administration*

