

BENJAMIN D. THOMPSON

www.linkedin.com/pub/ben-thompson/22/547/885/

ben.thompson13@yahoo.com / 316.461.8854

Reliable, dedicated and experienced business professional seeking an opportunity as a team leader with skills and experience in sales, team management, account management, marketing and customer service.

WORK EXPERIENCE

OYO Hotels

Kansas City, MO

Business Development Manager

November 2019 - current

As a Business Development Manager for OYO Hotels, I actively prospect daily in my assigned territory and engage with hotel owners by educating them on the value of a OYO Hotel partnership; which includes branding from the largest hospitality company in the world by available rooms, a proprietary cloud-based hotel management system, channel distribution management and applications, revenue management personnel and customer relationship management tools to increase overall sellable room revenue. My engagement with owners includes interactions from first introductory meetings, to deal offerings, to contract negotiations, to closing and going live as an OYO Hotel at partnership properties.

- Increased room revenue for the OYO Hotel Midwest division by partnering with the first flagship hotel in the greater Kansas City metro area.
- Continually utilize an internal CRM (Pipedrive) and sales management tools to efficiently complete tasks and set myself up for success on a daily basis.

Google Fiber (Vaco SF)

Kansas City, MO

SMB Specialist / Business Account Lead (Contract)

November 2017 - November 2019

My role with Google Fiber started as a SMB Specialist and evolved into a Business Account Lead. Following the role promotion, I was primarily responsible for growing the commercial customer base in the Kansas City metro with a focus on multi-location and high-touch clients. I was also responsible for leading the business sales team by assisting with onboarding and ramping up new employees, conducting team meetings focused on weekly sales metrics, dispersing leads in assigned territories, implementing consultative sales strategies via telesales and field sales and reporting results directly to the Kansas City Customer Acquisition Manager. I also represented Google Fiber Business at city-wide events, collaborated with third-party voice partners to offer paired solutions and utilized two versions of our CRM tool (Salesforce) for reporting and prospecting for myself and the business team.

- Increased profit margin for the field sales department on a daily basis by signing up business accounts.
- Consistently remained a top performer on the business team with an average of 4.5 sign ups per week.
- Managed and communicated results on an average of 12 customer escalations a month, via an internal ticketing system, for a resolve rate at above 80%.

Barley Bus Tours

Kansas City, MO

Sales and Marketing Consultant / Tour Guide

June 2017 - current

As a Sales and Marketing Consultant, I worked with ownership to implement and execute strategies to connect with local event coordinators and committee members throughout the greater Kansas City market to offer customized tours that align with company culture and interests. In this role, I utilized my sales, marketing and advertising experience to generate awareness for Barley Bus Tours as an innovative way to build employee relationships and client partnerships through customized tours such as private company events, department incentivized outings, employee-based rewards and client get-togethers.

- Increased overall tour booking by an estimated 20% by promoting Barley Bus Tours and their affiliated partners.
- Made over 40 calls a day and set 2 appointments a week in which I met with event coordinators/committee members to create customized tours.
- Implemented SMART goal-setting to improve personal efficiency and productivity and shared results with ownership.

Allied Global Services

Lenexa, KS

Account Executive (Information Technology)

March 2017 - June 2017

At Allied Global Services, I was primarily responsible for generating new business and developing partnerships throughout Kansas City by providing highly qualified candidates that best fit with client's required technological expertise and cultural understanding for direct hire and/or contract-to-hire positions. I also provided tailored in-house IT solutions designed to mitigate risk and increase competitiveness among current IT staff.

- Implemented strategies with team members and management to start qualified candidates within the client's timeline at a rate of over 90%.
- Made a minimum of 50 calls a day and set 3 appointments with prospective businesses each week.

SkillPath Seminars

Mission, KS

Account Manager

May 2014 - March 2017

As an Account Manager, I increased revenue for the on-site training department by initiating and developing partnerships with organizational leaders and offering standard and customized training solutions. In November 2015, I took over SkillPath's largest client by revenue based in Australia, New Zealand, United Kingdom, and North America to offer on-site training and additional solutions such as in-house coaching, instructor-led training, webinars, e-learning and an internally developed advanced business management program. In this role, I reported directly to the VP of Sales and collaborated with an internal team, with a project management approach, to oversee all communication and services provided in a timely manner.

- Earned a promotion in my second year based on my sales performance and account management.
- Made a minimum of 50 calls per day to new and existing clients to strategize upcoming training initiatives and develop ongoing partnerships.
- Provided assistance to management and colleagues during a department-wide conversion to a new cloud-based CRM (Salesforce), which I had become familiar with in a previous position.

Robert Half Technology

Overland Park, KS

Account Executive/Senior Recruiter

November 2013 - April 2014

Increased business revenue by building relationships with new and existing customers and collecting job orders to place best-fit IT professionals on contract, contract to hire and full time offers. In this role, I ran a full desk as an account executive and recruiter by utilizing an internal database of candidates to best match with open job orders.

- Coordinated with the local team to hit an all-time high of 3,200 hours per week for working IT professionals.
- Raised overall average gross margin to 36.3% from previous average of 35%.
- Made an average of 40 calls to prospective customers per day to set 4 appointments per week; along with an average of 20 calls to candidates per day to set 3 candidate appointments per week.

Yellow Pages

Overland Park, KS

New Media Consultant

January 2013 - October 2013

Engaged with local business owners and decision makers in the Kansas City market by offering solutions to increase their revenue growth through print advertising, internet ad space, search engine optimization (SEO) and direct mail. I also demonstrated YP products and services by explaining the return on investment and benefits with each prospective client.

- First in class of 25 trainees to close an internet and mobile advertising sale on YP.com.
- Made an average of 60 calls per day to potential clients to set an average of 3 appointments per week.
- Effectively utilized Salesforce to organize new business goals.

Cox Communications

Wichita, KS

Sales Representative (Part-Time)

June 2011 - August 2012

Sold cable, internet and phone/voice services to new and existing customers by identifying needs and offering solutions through direct selling at Best Buy. I also partnered with Best Buy representatives by positioning myself as an onsite resource for any questions relating to Cox Communications and sharing leads and referrals.

- Increased sales revenue out of the highest transactional store in the region.
- Exceeded sales quota on a month-by-month basis.

- Managed orders and upgrades with customers to fit their specific needs.

INTERNSHIP

Northwestern Mutual Financial Network

Wichita, KS

Sales Intern

June 2010 - June 2011

Increased revenue for the college internship lead position through identifying candidates eligible for disability, long-term care, life, health and accident insurance and setting up appointments via phone and face-to-face interactions to inform them on the services provided by NMFN.

- Earned Kansas life, accident and health license.
- Established a new customer base to increase overall office quota.
- Reached annual sales performance recognition in my first year as an intern.

EDUCATION

Wichita State University

Wichita, KS

Bachelor of Science in Business Administration

May 2012

- Major: Marketing
- Minor: Management