

JAMES P. GRANGER

1234 Chestnut Hill Lane, New York, New York 12222

Home: 212.555.5554



Mobile: 212.555.5555

JamesGranger@verizon.net

SENIOR SALES MANAGER

▶ Sales Team Leadership ▶ Training Expert ▶ 4-Time President's Award Winner ▶ Inspirational Mentor

Ranked #1 Manager in Division for 4 Years | Inspired Team to Achieve Multimillion-Dollar Sales

Excellence in every area is the key to success

Proven sales director with a record-breaking history of building cohesive teams that consistently achieve unprecedented revenue results. Steady and detail-focused, ensuring policies and audits are strictly followed, while maintaining a positive work environment. Acknowledged by senior management for ability to excel in all areas of business, including client relationship building, product knowledge, mentoring, budgeting, reporting, and compliance.

"High fives to Jim for being #1 in New York South Division!"

"My thanks to Jim Granger for stepping up during times of uncertainty, and for taking on the role as a leader."

Jennifer Smith, Division Sales Manager, Team New York South, International Financial, Inc.

LEADERSHIP BENCHMARKS & MILESTONES XYZ FINANCIAL COMPANY

- ❑ **#1 Senior Sales Manager in Division** for 2005, 2006, 2007, and 2008, quadrupling revenue in 4 years.
- ❑ **Drove office to top position** out of 150+ in 2007 and 2008, winning *Key to the Company* award.
- ❑ **Won Gold Leadership** award in 2008 for receiving "kudos" customer letter.
- ❑ **Led sales team to finish #4** out of 1,500 offices across the U.S. and Canada in 2008.
- ❑ **#1 in New York South Division** for Customer Satisfaction, averaging 97.5%, surpassing average of 89%.
- ❑ **Recognized with President's Council** awards in 2003, 2004, 2005, and 2006, presented to top U.S. offices.
- ❑ **Doubled revenue from 2007 to 2008** through innovative sales training, reaching \$44 million in revenue.
- ❑ **Achieved coveted "Exceptional" rating** on 6 audits, which was accomplished through employee training.
- ❑ **Served as acting District Manager** for 24 offices from 2002 to 2008.

PROFESSIONAL EXPERIENCE

INTERNATIONAL FINANCIAL, INC. ■ New York, New York ■ 1998 – Present

Assistant Vice President & Senior Sales Manager – Consumer Lending Division (1999 – Present)

Managed 2 branches, including award-winning office since 1999.

Continuously grew business through superior sales training and team building, which led to results-driven customer service, persistent solicitation, and strong up-selling of 2,200+ accounts. Led top-producing branches, including New York Central (\$34 million) and SoHo (\$82 million). Met corporate goal of "Excellent" audits. Worked closely with Marketing Department. Fairly distributed affiliate leads from Ford, GM, and Toyota.

- Identified talent, hired, and trained 24 sales professionals during tenure, with 5 becoming top-producers in company, and 1 recruited into key management role.
- Continuously built on ever-changing information on products, policies, and state/federal lending laws.
- Evaluated emerging Managers, observing for 2 weeks and providing recommendations.
- Held Property and Casualty License from 1999 to 2004, with option for renewal.
- Served on committee that was point-of-contact for Subject Matter Expert (SME).
- Advocated for fair audit performance awards, securing deserved compensation for Sales Assistants—program enabled restructuring across entire company.
- Created streamlined mortgage tax worksheet utilized on every loan during daily audit process.

JAMES P. GRANGER

Home: 212.555.5554

■■■
Page 2 of 2

JamesGranger@verizon.net

INTERNATIONAL FINANCIAL, INC. ■ continued...

Quality Sales Management Training (QSMT) (1998 – 1999)

Recruited to highly selective program due to demonstrated management experience, higher education, and sales expertise. Excelled in fast-paced management training program, learning state/federal laws and all areas of company.

- Upper management created opening—gained position as only QSMT candidate through special approval.
- Travelled to and led several offices, serving as sole Manager of branch for 3+ months.
- Closed \$1 million in under 2 months in 1999, which led to turnaround that was impetus for promotion.
- Designed and delivered account-building training program to district-wide sales team.

USA BANK ■ New York, New York ■ 1995 – 1998

Assistant Vice President & Relationship Manager

Sourced new clients and skillfully managed hundreds of current accounts, creating and delivering short-/long-term financial solutions—achieving results in a collaborative partnership with a Financial Associate/Broker. Met with potential clients regularly, presenting viable plans derived from complete profile analysis, focusing on commercial accounts, insurance, long-term care, and personal banking; delivered high-impact presentations, selling bank products that aligned financial goals with established timeline.

- Drove book of business growth from \$72 million to \$125 million less than 3 years.
- Increased monthly balances from \$25 million to \$68 million in deposits during tenure.
- Doubled credit growth, beginning with \$8 million and ending at \$16 million.
- Grew total investments from \$20 million to \$61 million.
- Increased Premier Accounts from 175 to 295 active clients, significantly exceeding set goals.
- Recognized with Top Performer in Organic Growth Award for New York in 1996, 1997, and 1998.

QUALITY SOUND ■ Syracuse, New York ■ 1993 – 1994

General Manager – Trainee

Opened first Syracuse location, managing from 1994 to 1995, and drafted to launch Watertown, New York location in 1995. Co-led team that hired and trained 70 employees. Set up operations and sales training program.

- Assisted in acclimating General Manager to company brand, policies, and procedures.
- Instrumental in fledgling store reaching #2 in District.

EDUCATION

New York University ■ New York, New York ■ 1994

Bachelor of Science in Business Management – Graduated with Honors

PROFESSIONAL DEVELOPMENT

Federal HDMA Certification, 2008 ■ Behavioral Interviewing ■ Coaching to Drive Performance ■ Comprehensive Sales Approach ■ Hiring ■ Leveraging & Developing Our Diverse Talents ■ Compliance ■ Quality Assurance & Audit ■ Positive Work Environment ■ Performance Management ■ Making the Right Choice ■ Leadership for Results (5 modules)

COMMUNITY LEADERSHIP

Junior Achievement (2005 – Present) ■ Habitat for Humanity (2007 – 2009) ■ Big Brothers & Big Sisters (2008)