

Professional Profile- Jeffrey K. Zimmerman

Summary of Qualifications:

Proven ability to exceed organizational expectations with significant Industry / Enterprise experience in Sales, Sales Management, General Management and Leadership roles.

Exceptional Communication, Public Speaking, Meeting Facilitation and Presentation skills. Effective in creating impact and engaging audiences to take action.

Successful record of coaching, training, motivating and leading teams through Sales Campaigns and Promotions, Business Development, Customer Relationship Management, Change Management and Process Improvement to meet objectives.

Hands-on Leader with track record of Field- level engagement through participation and involvement in the Sales call process leading to successful outcomes.

Highly effective negotiation skills and conflict resolution creating win-win outcomes through mediation and equitable compromise.

Experience includes:

- Strategic Orientation for Market Development
- Customer Satisfaction and Relationship Builder
- 4 Wall Business Operator/ P&L Administrator
- Sales Budgeting and Forecasting
- Talent Development and Performance Management
- Coach/ Trainer/ Mentor
- Negotiation and Conflict Resolution
- Project Coordination/ Campaign Manager
- Facilitator and Collaborative Leadership

Professional Experience:

OfficeMax, Inc.

- Market Sales Leader, V.P. of Sales/ General Manager

Boise Office Solutions/ Boise Cascade Office Products

- General Manager, District Sales Manager, Activity Based Cost Project Manager

Moore Business Forms

- District Manager, Sales Supervisor, Key Account Manager, Territorial Sales Representative, Sales Trainer, Telephone Sales Representative.

Education:

Bachelor of Science- Business and Consumer Studies
Buffalo State College, Buffalo, New York
Associate of Arts- Liberal Arts and Humanities
Erie Community College, Buffalo, New York

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Selected Accomplishments

Professional Sales & Marketing

- **Business Development and Expansion:** Successfully integrated, implemented and refined "Solutions" strategy into Value selling proposition leading to expanded prospect conversion and customer relationship revenue portfolio in multiple Market assignments.
- **Consultant:** Administered Activity Based Costing model as a strategic selling tool for enhanced decision making and profitability assessment inside of existing customer relationships leading to enhanced profitability and reduced cost to serve resulting in expanded Contribution margin.
- **Marketing and Promotion:** Developed and implemented cross-channel action plans with Retail/ Affinity partners to increase Contract customer "touch points" improving the customer experience and enhancing satisfaction while growing revenue and improving profitability.

Management and Leadership

- **Leadership:** Led Acquisition and implemented Change Management initiative of \$20MM dealership resulting in successful execution of Market Expansion Strategy.
 - **Budget Control:** Implemented ongoing actions leading to 8.5% reduction in Direct Operating Expense generating enhanced R.O.S. and Shareholder value.
 - **Coach/ Talent Development:** Trained, supported and appraised Sales team via ongoing participation in customer facing activities including Pre-call planning, Sales call presentation and Post call appraisal generating improved results and Sales team competency.
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JEFFREY ZIMMERMAN

Sales Executive and Leadership Professional

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Dynamic Leadership Professional and Sales Executive with extensive Business Development and Customer Relationship Management background. Successful track record of securing commitments from customers, successfully managing Budgets up to \$72M and developing "High Performance" teams. Flexible leader who aims to empower others to achieve results through effective collaboration, communication and established goals.

Areas of Strength

Public Speaking/ Effective Communication	Win- Win Negotiation/ Getting to Yes	Coaching & Development for High Performance
Team Building/ Change Management	Business/ Benefactor Development	Budget Management & Administration
Customer Growth & Retention	Customer Relationship Mgmt	Relationship Expansion/ Penetration

Professional Experience

OFFICEMAX INC., Columbus, Ohio
Vice President of Sales (2006-2009)

1999–2009

- Directed and managed business to business sales for a Midwest area sales team consisting of 3 District Sales Managers and 20 Sales Representatives covering a 3 state territory.
- Effectively oversaw and managed a \$72M budget.
- Improved overall profitability and revenue generation and created additional shareholder value by implementing organizational marketing programs and sales strategies including sales force productivity, product category penetration and customer trend analysis.
- Implemented ongoing cost containment actions leading to an 8.5% reduction in direct operating expense on an annual basis and generating enhanced return on sale and shareholder value.
- Provided key leadership and direction to District Sales Managers and Sales Representatives for new account acquisition as well as retention and growth of existing relationships inside Fortune 1000 customer base.
- Successfully implemented segmented market coverage plan to improve sales representative effectiveness, shorten prospect conversion cycle and further penetrate existing customer relationships leading to enhanced market share and sales growth.
- Managed and coached District Sales Managers and Sales Representatives using a sales funnel activity review which included reviewing individual performance on a monthly basis and creating strategies to increase results and forecast sales.
- Participated in joint sales calls with representatives to assist with the sales process, create better customer relationships and mediate/negotiate to ensure positive outcomes.

Vice President and General Manager (1999-2006)

- Responsible for the overall financial and daily operational performance of the Ohio region distribution center, a 3 shift, non-union operation employing 175+ employees and generating over \$190M in annual revenue.

- Directed and managed the sales results for the Ohio and West Virginia markets via an outbound, field sales force while managing distribution operations in multiple locations including Cleveland and Pittsburgh.
- Implemented overall facility cost containment program resulting with increased efficiency, headcount reduction and improved return on sales by year-end 2006.
- Oversaw operational components at the Columbus customer fulfillment center including inventory management/loss prevention, customer service, order fulfillment, private fleet/ 3rd party delivery operations, safety and total quality.

BOISE OFFICE SOLUTIONS, Pittsburgh, PA

1996–1999

General Manager

- Successfully led during a period of company acquisition by managing the sales and operations team of 30 total associates with an annual budget of \$20M along with a 2 shift, non-union customer fulfillment center.
- Oversaw the marketplace development of a new company identity to include creating brand awareness, driving revenue growth and profitability, managing sales force productivity and directing the territory management of a 12 person sales team in Western and Central Pennsylvania.
- Effectively integrated the operating systems of former Premier Office Products into Boise Office Solutions resulting in improved customer service.
- Utilized “Total Quality/Lean” concepts to create a “High Performance” culture among associate base resulting in enhanced organizational performance, improved morale and increased customer satisfaction.

BOISE CASCADE OFFICE PRODUCTS, Baltimore, MD

1993–1996

District Manager

- Spearheaded the training, development, support and sales performance of an 8 person sales team that resulted with their sales exceeding a \$25M quota set to be achieved through business to corporate clientele.
- Managed the metropolitan territory including revenue and margin growth via “Value Selling” proposition; participated in joint field calls, developed campaign strategy, implemented marketing programs and provided account relationship management which resulted in achieving a “Preferred Provider” designation by multiple customers.

Education, Training & Community Outreach

Bachelor of Science in Business Administration
State University College at Buffalo, Buffalo, NY
Associate Degree in Liberal Arts and Humanities
Erie Community College, Buffalo, NY

Dale Carnegie Effective Public Speaking and Human Relations Principles graduate

Leadership Columbus graduate

~One of the top five ranked community leadership programs in the country which serves as a model for many other trusteeship development programs.

Furniture Bank of Central Ohio (formerly MAP Furniture Bank), Columbus, OH

~Current Member, Board of Directors (2006-Present)
~Co-Chair, Community Relations Committee (2008-2009)