

# Matthew M.

Address

Phone

Email

## SUMMARY

**Skilled negotiator:** Successfully negotiated the largest commercial HVAC and Power Utility OEM accounts in company history adding \$2-3 million in annual sales volume.

**Producer:** Customer focused sales and service resulting in average annual growth of 16%.

**Team builder:** Dedicated management of sales and service groups producing an improved customer satisfaction rating of over 60% in less than three years.

**Problem solver:** Mechanical Engineering technical knowledge and background, providing operations decisions from pre-production through shipment ensuring 100% on-time delivery. Directed and participated in onsite system start up, integration and remote customer support, producing hundreds of successful installation references.

**Leader:** Built constructive, respectful relationships resulting in high employee satisfaction, a stable, valuable work force and enhanced productivity.

**Communicator:** Well practiced in the direction of personnel, direct customer negotiation and high level corporate planning with executive management. Effectively conveyed corporate vision, including technical and strategic concepts, to personnel at every level.

## CORE COMPETENCIES

Forecasting • Fiscal Management • P&L Administration • Financial Analysis  
Budgeting • Personnel Training & Development • Risk Assessment  
Strategic Planning • Alliances & Partnerships • Team Development  
Corporate Sales Presentations • Proposal Development • RFPs  
Communication • Troubleshooting • Business Development • Territory Expansion  
Contract Negotiations • Personnel Motivation Programs • Sales & Marketing

## PROFESSIONAL EXPERIENCE

Air Monitor Corporation, Santa Rosa, CA

### ***Sales and Service Director***

November 2003 – Present

- Directed five regional sales managers and four inside sales support staff, ensuring the most efficient use of team capabilities and a coordinated sales effort
- Managed the service department consisting of three regional service technicians and three inside support personnel, achieving after the sale customer satisfaction, producing success story white papers and customer references
- Researched and authored departmental and company wide policy and procedure, unifying employee practice with corporate strategy and vision
- Coordinated and directed new orders with Applications Engineering, Purchasing, Production and Shipping, optimizing work load and providing 100% on-time product shipments aligned with customer expectation and requirements
- Negotiated and managed major OEM accounts, growing additional business at higher profit margins through focused support and tailored product offerings
- Supervised and supported the business-to-business interactions with eighty-four distributors and representatives in multiple divisions across North America, producing year-over-year sales and customer base growth
- Assessed the market and new product concepts available in conjunction with business-to-business and end user customers, providing direction on the best use of research and development resources
- Established accurate annual department budgets and sales forecasts, creating sound foundational data for fiscal operations and executive planning

***Business Development & Sales Manager***

September 2000 – October 2003

- Developed and executed corporate sales strategies, resulting in sales development and year-over-year growth of approximately 20%
- Directed sales force and effort, completing all project goals within required time lines and ensuring key initial follow-up on new accounts
- Initiated and coordinated marketing campaign, providing broader name recognition and market penetration
- Created and implemented project management tools, improving productivity and integrated strategic selling
- Integrated post sales efforts with engineering, guaranteeing accurate and expeditious product delivery and overall customer satisfaction
- Recruited, supervised, and motivated Regional Managers, Representatives, Sales Application Engineers and Assistants, assuring a developed, efficient and synergetic team
- Continued education ensuring proficient engineering knowledge of new products, resulting in proper application of Air Monitor's flow measurement systems

**Sales Application Engineer/Supervisor**

January 1998 – August 2000

- Reviewed application drawings and information, developed engineered airflow measurement solutions
- Created professional proposals for HVAC and Industrial airflow applications, ensured all proposals were issued prior to corresponding closing dates
- Trained and assisted nationwide sales representative organization, resulting in a resourceful and organized technical sales force
- Managed international business activity for Europe, Asia, and Australia, achieved increased sales in each of these territories
- Oversaw application engineers and sales assistants providing direction and motivation to become the most efficient group of the corporation
- Implemented a new training program and material, resulting in educated engineers that are more capable of fulfilling the job requirements

Modine Manufacturing, Racine, WI

**Applications Engineer**

November 1995 – December 1997

- Designed and developed over forty new heat transfer products, generating approximately \$25 million in annual sales
- Maintained two major heat transfer product lines produced at seven different plants throughout the world, coordinated product changes and new production schedules
- Analyzed field failures to identify potential design and manufacturing problems, implemented corrective action measures to eliminate future occurrences
- Created an MS Access database for tracking warranty return products and reporting of root cause failure analysis data to support corrective action
- Provided installation instruction and product information to customers throughout North America, resulting in improved customer relations and satisfaction
- Monitored and evaluated new inventory from several suppliers applying various statistical process control methods to ensure product quality
- Managed up to eighty different individual projects at any one time, completed all objectives within project time lines
- Cross-functional effort with product marketing group increased speed to market and realized up-side commercial revenue potential

PowerTek, Grand Forks, ND

**Product Designer**

January 1994 – November 1995

- Utilized AutoCAD v.12 to develop new product prints
- Part of a self motivated three person research and development group, responsible for new product design and sample fabrication

**EDUCATION**

**Bachelor of Science in Mechanical Engineering**

University of North Dakota, Grand Forks, ND

May 1995