

STEPHEN J. TURNER

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OPERATIONS AND BUSINESS MANAGEMENT

DEVELOPMENT CONSULTANT | SAVVY FACILITATOR | PERSUASIVE COMMUNICATOR

A top performing operations and business management executive with an 8 year record of achievement in the IT and manufacturing sectors. My entrepreneurial spirit and relationship building skills have allowed me to achieve career growth and a special talent for transitioning strategy into action and achievement. Looking to utilize my background in operations and business management with a respected organization that rewards hard work and innovation.

AREAS OF EXPERTISE

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|-------------------------------|----------------------------------|-----------------------------|
| ▪ P&L Analysis | ▪ Strategic Planning / Analysis | Budget Development |
| ▪ Quality Assurance Methods | ▪ Facilitator | ▪ Presentations & Seminars |
| ▪ Consultative Approach Model | ▪ Cost Control & Reduction | ▪ Trade Shows |
| ▪ Business Development | ▪ Vendor Management | ▪ Market Trend Research |
| ▪ Purchasing & Inventory | ▪ Professional Development Plans | ▪ Leadership/ Team Building |

COMPUTER SKILLS: MS Word, Excel, PowerPoint, Access, Outlook, QuickBooks and other CRM and Success Factors management applications

KEY SKILLS ASSESSMENT

STRATEGIC LEARNING PERFORMANCE – Develop and implement strategic and tactical career development strategies to guide C-Suite Directors, Managers and Personnel. Consistently apply a practical and consultative approach to problem solving.

TEAM LEADERSHIP DEVELOPMENT – Proven ability to identify the strengths of others and leverage untapped potential to maximize personnel and business opportunities. Committed to building champion teams through the exchange of knowledge, experience, and goal sharing to optimize people development initiatives.

DEVELOPMENT CONSULTANT – Excellent understanding of organizational effectiveness, change management, as well as, facilitation and other coaching/motivating methods.

PROFESSIONAL EXPERIENCE

AGAMATRIX – CLEVELAND, OH OPERATIONS DIRECTOR

2006 - Present

Direct the entire regional sales operations for complex IT solutions and oversee over 14 sales representatives throughout the region

- Collaborate with the project management team and present solutions, based on specific customer requirements
- Create and implement the strategic business plans for the central sales region
- Analyze and research market trends, pricing, product positioning, messaging and overall business development of competitors' product marketing activities
- Spearhead Agilysys's customer messaging and positioning for all new product launches and partner marketing programs, within the region
- Ascertain, negotiate and in some cases, renegotiate, all third party vendor relationships and contracts, resulting in a 21% cost savings

PROFESSIONAL EXPERIENCE – CONTINUED

- Drive and maintain a strong industry-wide reputation for technology solutions excellence, enabling 95% client retention rates and higher price points, despite an economic downturn
- Create and implement critical success factors tracking systems to manage customer-focused interactions with required actions for sales

Notable Contributions:

- Hire and training all sales team members on new product services, solutions and functionality, to aide in the sales process
- Implemented new operational procedures that streamlined product logistics, resulting in a 50%-70% sales savings and a 75% reduction in duplication errors.
- Researched and identified potential markets and initiated contracts, resulting in the servicing of new customers within a year and a sales increase of 35%.
- Prepared detailed unit presentations and scripts that focused on the reliability, efficiency, and cost effectiveness to meet the needs of potential customers.

THE ASCO-WILLIAMS COMPANY – CLEVELAND, OH
OPERATIONS MANAGER

2004 - 2006

Managed the day-to-day operations of 4 branches, as well as, the launching of a new fifth branch

- Responsible for all financial activities, including, loss control, payroll, budgeting and purchasing
- Recruited, hired and trained a staff of 16 for all facilities and instituted procedural changes that allowed the sales team to achieve and exceed corporate sales goals within record time
- Handled an inventory of over \$# million in goods and durables, as well as, pricing, credit analysis and inventory tracking systems

Notable Contributions:

- Selected by senior management to design and implement training programs for newly-hired sales representatives
- Reduced P and L expense by 10% per branch through new initiatives increasing work-flow and controlling costs.
- Increased sales by 20% within year one via new employee training, marketing, and inventory control.
- Key leader in the rollout of a new store, by participating in all aspects of the development, from the business plans to the set-up, hiring and grand opening

CHASE BANK – BEACHWOOD, OH
SENIOR ACCOUNT MANAGER

2002 - 2004

- Meet with prospective customers to refer accounts, investments, loans and mortgages
- Assessed, analyzed, investigated and recommend credit alternatives to clients, as well as, submitted account referrals for arbitration measures
- Assessed and supported \$4 million in new business within six months

EDUCATION

MASTER OF BUSINESS ADMINISTRATION, University of Chicago, Chicago, AZ

2005

BACHELOR OF FINE ARTS, Radcross University, Cleveland, OH

2001