

Jack Lynch

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VICE PRESIDENT OF SALES OPERATIONS

High-impact leader and consultative strategic business partner who grows revenues, improves processes, and develops top-performing sales teams.

Visionary Sales Strategist | Enterprise Sales Expert | Respected Mentor & Coach

Multitalented sales leader with unique ability to design and execute sales plans, identify new segment opportunities, as well as create best practices for customer relationship management (CRM) tools. Top-notch data analyst who can effectively communicate findings and use knowledge to build concrete business models. Collaborate with cross-functional teams to positively impact bottom-line.

- ◆ Account Management
- ◆ Business Development
- ◆ Business Intelligence
- ◆ Competitive Analysis
- ◆ Customer Relationship Management
- ◆ Customer Service
- ◆ Incentive Plans
- ◆ Market Segmentation
- ◆ Contract Negotiation
- ◆ P&L Responsibility
- ◆ Territory Management
- ◆ Vendor Management

PROFESSIONAL EXPERIENCE

ACCOUNTANT PUBLISHERS, Chicago, IL

1996–2014

Market-leading global provider of tax, accounting, and auditing information, software and services.

Director of Sales & Operations (2011–2014)

Transformed organization to a data-driven culture using predictive analytics for prioritized prospecting and data analysis for territory planning. Recruited, developed and retained team of 22+ direct and indirect reports. Managed \$550M revenue and \$70M+ operating budget for sales team of 350. Instituted several workflow process improvements for Sales Logix CRM system.

- ◆ Spearheaded launch of Salesforce.com CRM with **100% adoption in field within 3 months.**
- ◆ Led Cross Market Solutions sales team to **outperform all U.S. business units** by at least 5% in 2011.
- ◆ **Eliminated 20% attrition rate** by developing a cost neutral compensation plan and partnering with finance instead of sales comp to calculate success.
- ◆ **Deployed 4 significant reorganizations** through designing roles, territories, and compensation plans.
- ◆ Implemented and oversaw curriculum development of online learning program to help onboard new reps and train seasoned reps on new and enhanced products.
- ◆ **Selected as Global Advisor** on special task forces including Business Intelligence, Churn Management, Social Media, CRM, and Purchasing for Software Solutions.
 - *“He understands all aspects of sales management, sales compensation management, underlying ERP systems and Cloud SaaS / CRM systems. More importantly he is able to blend his experience and skills to build, support and deploy new best practice sales processes and new technology solutions.”*
— JOHN DOE, Manger, Sales Management Information Systems at Accountant Publishers
 - *“He is an excellent manager that brought out the best qualities in his teams and empowered them for success. He also was a mentor and great coach to me and many of my colleagues.”*
— JOHN SMITH, Senior Solution Sales Specialist at Accountant Publishers
 - *“Jack is a versatile guy who can hire; train people; run meetings; understand all the reports and financial data sent; break down compensation reports; motivate salespeople; and most importantly drive revenues to name just a few areas.”*
— BOB JAMES, Former Colleague at Accountant Publishers

Continued

PROFESSIONAL EXPERIENCE CONTINUED, ACCOUNTANT PUBLISHERS

Director of Sales, Retention and Specialist Sales Teams (2010–2011)

Created new framework of relationship management that drove add-on business and increased customer retention. Led sales team of 36+ to meet revenue budget of \$100M. Partnered with sales leaders to review forecasts and determine methods to make up revenue gaps.

- ◆ **Elevated retention revenue 6%** above highest previous performance within first year.
- ◆ **Grew revenue 10%** for education specialist team by changing focus from simply managing current customers to gaining new ones.
- ◆ **Achieved 240% quota** for estate planning team through finding alternate sales channels.

Regional Sales Manager, Midwest Publishing Field Sales (2008–2010)

Directed team of 10 sales representatives covering 11 states, and managed \$15M in revenue.

- ◆ Delivered **highest inventory growth**, 5%, for division in 5 years.
- ◆ **Gained 102% new sales growth** over prior years that were flat or negative.
- ◆ Mentored and coached 2 future #1 performers and hired 2 additional top 10 performers.

Division Sales Manager (DSM), Inside Sales (1998–2008)

Promoted to drive publishing products further into market and optimize sales execution. Served on multiple acquisition projects to evaluate compatibility of sales structure and strategy.

- ◆ **Ranked #1 DSM 10 of 10 years** out of 13 divisions.
- ◆ Earned Achievement Club and **Manager of the Year 5 consecutive times**; sole manager to ever achieve this.
- ◆ Surpassed prior year per rep performance 65% in 2004.
- ◆ **Increased vertical sales 20%** through creation of first publishing specialist team.
- ◆ **Exceeded quota 15%**, year after year.

Sales Representative (1996–1998)

Hired to manage inside sales territory targeting small CPA firms and small businesses. Maintained weekly sales average 38% above other team members.

- ◆ Awarded **Rookie of the Year**, 1996; highest sales of all 49 inside sales reps.
- ◆ **Ranked #1** or #2 rep 7 of 7 quarters.

EDUCATION

Global / Executive MBA Program, Loyola University, Chicago, IL

Bachelor of Arts, Economics, minor in Economic History, Iowa State University, Ames, IA

European Economic Consortium Fellow – Transitional Economics, Glasgow Caledonian University, Glasgow, Scotland

TECHNICAL SKILLS & LANGUAGE

Technical Skills: Salesforce.com, Lattice Engines, Microsoft Office Suite (Excel, Word, Access, Outlook, PowerPoint), Sales Logix, CRM, ERP systems

Language: German, professional working proficiency