

EXECUTIVE PROFILE

An inspirational executive who brings out the best in others. A charismatic leader who has facilitated change and growth in small, mid-sized, Fortune 1,000 and non-profit organizations. Jeff possesses excellent communication and management skills, and is versatile in creating vision, facilitating innovation, and developing strategies and tactics that deliver real results.

CORE ACCOMPLISHMENTS

- Coached multiple business owners through revenue growth of more than 300% utilizing strategic planning, goal development, self-assessments, team development, system and process development, targeted marketing, customer surveys, and accountability
 - Achieved sales growth of \$2 billion in student lending over the course of five years through strategic multi-channel marketing and testing, enhanced sales strategies, and product development
 - Transformed an entire organizational culture by crafting the right vision, strong communications, staff development, leveraged tools, training, mentoring, new compensation and incentive plans, and the like
 - Led initiative to grow infrastructure to accommodate data and analytical driven decisions through investment and execution of Information Technology, including a relational database
 - Sold and delivered on multi-million dollar consulting projects to enhance the customer experience, improve call center productivity, build online services and e-commerce platforms, grow customer acquisition, streamline marketing and IT infrastructure, and increase data capture and reliability for analysis
 - Chairs golf tournament annually that yields > \$20,000 for local charities
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SKILL HIGHLIGHTS

- Business Consulting for Mid-Sized and Large Organizations
 - Business Coaching for Small Business Owners
 - Business Development, Sales and Revenue Growth
 - Strategic Marketing Planning and Execution
 - Operations Management, Multi-Site Management, Project Management and Change Management
 - Customer Experience Engineering
 - Vendor Management
 - Cross-Functional Team Management
 - CRM Design and Implementation
 - Budget and P & L Responsibility
 - People, Team and Culture Development
 - Leadership Development
 - Compensation Design
 - Information Technology – Management of Information Systems
 - Contact Center Management
 - Community Outreach and Fundraising
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PROFESSIONAL EXPERIENCE

Owner and Business Coach - Business Partner of Richmond – July 2007 to Present

- Business Coach to entrepreneurs, business owners and executives – purpose is to optimize the potential of each client and help them grow
- Marketing consulting and delivery to all types of organizations – purpose is to enhance lead generation, gain visibility and connection with target markets, increase customer loyalty and grow sales

Vice-President - JPM Chase / Collegiate Funding Services – March 2002 – June 2007

- Led large multi-site team of sales and loan consultants responsible for \$3 billion in revenues
- Directed Enterprise Technology Management office and MIS initiative to build infrastructure and database to facilitate significant growth of market share through analytics and testing

Director CRM Practice – AnswerThink / Hackett Consulting Group – February 1999 – March 2002

- Sold and managed consulting engagements; managed professional teams and delivered stellar results

Group Manager – Capital One Financial Services – January 1986 – February 1999

- Led teams designed to facilitate large-scale growth in credit card, cellular, auto finance and home equity lending businesses
- Managed multi-site call center operations, including workforce management, reporting and analytics, infrastructure, intelligent call routing, product development and testing
- Directed customer service and sales teams who provided value and the right products to customers
- Supervised team of collectors responsible for shrinking outstanding delinquencies

AWARDS AND RECOGNITION

- Top Performer Award – Business Coaching (3 consecutive years)
- Business Vision Award
- Highest Revenue Engagement
- Franchisee of the Year
- Presidents Club Award

EDUCATION

- Virginia Commonwealth University – B.S. Business Administration and Management – 1990
- Bank Card Management School
- Ken Blanchard's Situational Leadership
- Strategic Quality Planning
- Leading in the 21st Century

COMMUNITY LEADERSHIP

- Board of Directors and Member, West Richmond Businessmen's Association
- Founding Member OF MACHO – Men Across Congregations Helping Others
- Member, Business Leader Roundtable
- Member, American Marketing Association
- Chair, Greater Richmond Chamber of Commerce – BIZ Linc 2010
- Chair, annual charitable golf tournament
- Shady Grove United Methodist Church
 - Leadership and Nominating Committee and Capital Campaign Committee
 - Vice Chair, Staff Parish Relations Committee
 - Worship Leader and Connections Facilitator
 - Chair, Finance Committee
 - Blood Drive Coordinator
 - Officer, United Methodist Men
- Director, Virginia Special Olympics Softball Tournament
- Board Member, Glen Allen Youth Athletic Association
- Founding Member, Investment Club