

## John M. Taube

1422 Beaconsfield Dr., Wesley Chapel, Florida 33543

Phone: 248.320.9820

Email: jtaube@ameritech.net

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### Summary of Qualifications

Sales and Management Professional with comprehensive 25 years of experience and expertise in Revenue Expansion, Territory Development, Team Leadership, Performance Improvement, Promotions, Account Management, and Strategic/Tactical Planning. Recognizes opportunities to improve workflows and develop skills by taking the initiative and getting involved and pushing to implement valuable training programs resulting in increased skills and knowledge among team members. Very responsive, with customer-focused approach to serving a wide range of needs on all levels within the organization. Quality service commitment and professional performance of responsibilities and ethics even under extreme pressure while implementing established standards and procedures. Experience with Microsoft Office products, web development tools and plant floor automation.

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### Areas of Expertise

- **Excellent Strategist.** Provides solutions that boost productivity and efficiency across the organization. Quickly identifies problem areas and implement solutions to meet goals. Develop objectives and strategies in support of overall corporate business development goals. Ability to research and prioritize potential markets, customers and pursuit strategies.
  - **Exceptional Organizational Skills.** Consistently recognized for exceptional ability to effect change using a solution based mindset retaining the talent to assess most situations quickly and adapt into the style that most fits the situation.
  - **Promotional Skills.** Serves as the window between the customer and the organization, updating, convincing, and winning the customer about the product; develops strong relationships with customers and vendors. Experienced in the development of proposals, presentations and brochure materials.
  - **Dynamic Communication/Interpersonal Skills.** Excellent communication and interpersonal skills including the ability to maintain a collaborative, cohesive team and initiate and maintain client contact and build strong relationships.
  - **Strong Sense of Responsibility.** Solid professional standards; excellent track record of dependability. Focuses on achieving results while implementing solutions to meet a diversity of needs.
  - **Dedicated, Innovative, and Self-Motivated Team Player.** Initiates action and follow through procedures to conclusion of any commitment. Consistently shows a tremendous confidence making co-workers feel in a comfort zone.
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### Professional Experience

#### ACI, Inc. – Detroit, MI

*Operations Manager* (2009 to present)

Direct multi-unit restaurant operations consisting of personnel issues, store preparation, catering, and promotions at six locations in two states resulting in over \$4 Million in sales. Restaurant styles included QuickServ, Fast Casual, and Casual with alcohol. Primary responsibilities and achievements include:

- Directed workforce including hiring, training, development, and terminations.
- Negotiated, designed and launched new store operations at the D Casino in Las Vegas, the Detroit Zoo and standalone store in Canton, Michigan.
- Participated in implementing new kiosk restaurant in Ford Field.
- Managed all catering activities accounting for 10% of company revenue.
- Implemented new payroll services reducing administrative costs and improving accuracy and payroll tax compliance.
- Introduced inventory management system reducing spoilage levels and improving product availability.
- Negotiated vendor contracts reducing food costs by 10% and improving quality.
- Represented company by appearing on television, news, radio and at various events.
- Participated in numerous promotion campaigns with local and national agencies featuring the restaurants.
- Developed relationships with VIPs, regular customers and local celebrities.
- Created Coney Kits which began selling throughout the country generating an entirely new revenue stream for company.
- Developed and directed retail website selling company products and providing general information about the company.
- Assisted in Facebook and Twitter management.
- Maintained and programmed POS systems for store.

## **NextGen Energy, LLC – Brooklyn, MI**

*Director of Technology (2007 - 2009)*

Direct the development of all technology solutions at NextGen Energy. Influence the development of the company's overall business plan, marketing plan, and budgeting for projects. Produce marketing materials used to present company strategies and communications internally and at public events. Primary responsibilities and achievements include:

- Developed business plans, budgets and proforma for financing project.
- Developed and maintained corporate website, marketing materials and promotions.
- Directed Project Management for plants using ACEProject and Microsoft Project tools.
- Directed IT infrastructure and controls development and implementation – Siemens, Wonderware.
- Managed plant telecommunications including phone, internet, Wi-Fi, and plant controls.
- Collaborated with firms providing alternative energies – biofuels, wind, solar.
- Set up facility security management.
- Developed organizational marketing plan.
- Managed external supplier relations and contract review.

## **Networked Knowledge Services, Inc. – Tampa, FL**

*Director of Sales and Marketing (2006-2007)*

Director committed to the design, development and implementation of sales and marketing strategies at NKS that resulted in stronger customer relationships and expansion into new markets. Revitalized key marketing components including sales plan, branding, marketing campaigns and company website. Utilize Salesforce CRM software to track progress for all sales leads, service calls and corporate goals. With the addition of the NKS Energy Technology organization, implemented a new website and created strong new relationships inside the energy sector with emphasis on the alternative fuels market.

Led NKS' ongoing efforts to Main objectives included:

- Promoted company offerings including IT outsourcing at trade shows.
- Doubled the global reach of NKS' offerings.
- Enhanced service levels and client satisfaction.
- Cultivated a more customer-focused environment for the organization.
- Improved external communications with suppliers and customers.

## **CDI Corporation – Troy, MI**

*Senior Account Manager (2004 to 2006)*

Senior Account Manager dedicated to maintaining and developing DaimlerChrysler (DCX) account. Responsible for supporting existing fields consultants, fostering existing relationships and developing new ones. During period of downsizing at DCX was able to maintain 95% and higher retention of consulting staff.

- Consistently met or exceeded personal sales goals and inspired team members to meet group goals.
- Strengthened existing relationships by working with DCX management in fulfilling IT requests quickly and effectively.
- Effectively managed and motivated over 95 field consultants improving overall employee satisfaction and retention resulting in lowest terminations throughout organization.
- Maintained all employee development and performed skills assessments and bi-annual evaluations.
- Assisted in implementation of new Siebold CRM software utilizing system to effectively manage account and achieve defined corporate metrics. Utilized RAPID recruiting systems for tracking personnel and clients.
- Managed employees in various fields including plant automation, web development, SAP Financial Modules including MM (Inventory Management, FI (Accounts Receivable) and CO (Profitability Analysis).
- Increased sales territory by securing new clients in Southern Michigan and Ohio and increasing client locations by 50%.
- Designed, promoted and attended trade shows.

## **Meet The Web, LLC – Livonia, MI**

*Director Sales and Marketing, Business Development (1999 to 2004)*

Responsible for designing, developing and managing various interactive, web-enabled projects for retail, government, and manufacturing industries.

- Created framework for a new data-driven application that helped clients significantly reduced manufacturing costs by improving sales order origination and tracking.
- Coordinated marketing efforts that included trade shows and advertising campaigns.
- Contributed to the development of IT initiatives and web-based infrastructure for a local municipality and packaging company.
- Implemented several web based programs for various organizations including government, business and e-commerce for a uniform clothing company.
- Consistently met sales objectives for small to medium web based development projects.
- Effectively developed high-level customer relationships with executive level management of various companies.

## **Cap Gemini America – Southfield, MI**

*Principal Consultant, Sales and Marketing Support* (1998-1999)

Supported sales efforts in automotive, home building, retail, and banking markets as a Principal Consultant.

- Attained marketing objectives utilizing local media outlets, public relations and scheduling CIO breakfasts inviting local area CIO's to sit in round table discussions.
- Led the development team of a web-enabled vendor information management system for Kmart Corporation. Developed in JavaScript and Java programming language.
- Provided sales support and performed scoping engagements and proposal development for automotive OEMs, Tier 1 suppliers, and financial organizations.
- Instrumental in implementation of initial CRM software deployment.
- Established relationships with external vendors for products and support.

## **Ross Roy**

*IT Project Manager* 1996-1998

Managed web developers and project managers during the launch of Chrysler's initial web and kiosk initiatives. The value of the budget was \$25 million to deliver world class web sites on-time and with-in budget.

- Initiated Web Site Standards that were followed by internal developers and external suppliers.
- Effectively managed large and medium sized projects with a diverse workforce from varied suppliers including IBM and Organic.
- Assisted executive management in budget and personnel decisions.
- Collaborated with clients in web site creative strategies for current and future e-commerce development.
- Guided both internal and external teams in developing a web-enabled automotive price and equip module, dealer locator, and request for quote from local car dealer systems.

## **Education**

BS Walsh College - Accounting & Computer Science Degree

## **Affiliations**

Sunrise Networking Group – Michigan and Newly Forming Florida. Currently overseeing all Florida Networking.