

# KIRK D. BEGAY

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## SENIOR SALES, CUSTOMER SERVICE, & BUSINESS DEVELOPMENT EXECUTIVE

Highly motivated sales professional and solution strategist with skill and ability to motivate, train and support sales teams to exceed far-reaching performance goals. A sharp sales professional that understands customer motivations and uses thorough knowledge and preparation to persuade, support, negotiate and close new sales. A strategic planner that turns big objectives into simple action plans, daily performance goals and manageable tasks. Proven history of business development success within telecommunication's sales, service, marketing, and organizational management. Adept at spearheading large-scale, multi-location projects and programs. Enthusiastic about becoming a visionary strategist for my clients and providing them with specific solutions that will meet key business drivers for today and the future. Additional strengths include:

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|-----------------------------------------|------------------------------------|
| √ Sales Management                      | √ Budget Management & Cost Control |
| √ Customer Experience Improvement       | √ Continuous Process Improvement   |
| √ Sales Program Design & Implementation | √ Team Leadership & Training       |
| √ Strategic Planning and Development    | √ Relationship Building            |
| √ Sales Support & Marketing Development | √ SEO/SEM Marketing Strategies     |
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## PROFESSIONAL EXPERIENCE

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**KBEGAY CONSULTING | APEX MED SOLUTIONS, NM, AZ, CO, UT**  
Insurance Broker, Customer Service, Business Development (2020-Present)

Intuitive and resourceful at helping clients select comprehensive plans that meet their individual insurance needs and financial goals. Resourceful at applying organization and time management skills when coordinating and responding to inbound telephone and email inquiries. I utilize research and stay abreast of current insurance regulations to proactively inform clients of policy and fee updates. I maintain an accurate account of client information and enrolled policies in database.

- Consistently meet and exceed agency goals while maintaining an 88% client satisfaction rate.
- Strategized, developed, and implemented promotional marketing strategies which increased client base 35% over 6 months.

**BRIGHTVIEW LANDSCAPE DEVELOPMENT, Albuquerque, NM**  
Business Development, Project Management (2019-2020)

Set realistic time frames and evaluate the team's progress/capabilities. Create clear and concise plans to execute on projects. Control time management by meeting deadlines and effective leadership. Ensuring customer satisfaction by maintaining great communication. Develop meaningful relationships and provide the best-in-class service to win business. Creating relationships with builder community and brand building. Results-focused, hands-on commercial landscape management and development professional. Oversaw high-end commercial projects as well as assisting with managing work crews and oversight of many projects in the New Mexico market. Demonstrated track record of detail-oriented complete project management from conception, estimation to project completion for all landscape design and installation.

- Lead planning, strategy, proposal process and bid preparation.
- Manage account relationships, contract negotiations, sales, pricing, billing, and logistics.
- Maintained and developed several business transactions totaling 3 million in sales within 3 months.

**COMMUNICATION & TECHNOLOGY EXECUTIVE SALES, NM, TX, AZ, CA, CO, UT**  
Senior Account Executive, Business Development, Project Management (2008-2010, 2013-2018)

Responsible for providing solutions sales to promote various unified communications solutions over a set territory. Helped clients to reduce total cost of ownership and increase productivity. Worked as a visionary strategist with clients. I helped to design technology solutions that met key business drivers for the present applications that boosted future application capability. As a trusted partner for my clients, I offered solutions that met mission critical needs. Helped in creating mutually beneficial, long-term relationships with esteemed executives. Provided unified communication solutions that minimized risk. Helped utilize various technology strategies to reduce total cost of ownership and increase productivity. I lead with industry leading equipment, VoIP, UCaaS, SaaS, Contact Center solutions for Mid-Market, and managed services to provide the most effective and innovative technology to organizations. I focused on an approach that best meets the needs of the organization. I helped to identify best practices and most cost-efficient approach to acquiring updated technology.

- Increased overall market revenue from \$250K to \$2.3M by increase marketing efforts.
- Attained an average year to year revenue increase by 10% by consistently coordinating with clients, implementing sales plans, creating company channel strategy, and managing channel development.
- Developed various solutions that met key indicators for clients by strategic meetings with key employees that resulted in large wins.
  - City of Hobbs, NM win, in the amount of \$750K (ShoreTel Solution, Managed Services)
  - City of Eunice, NM win, in the amount of \$450K (Allworx Solution, Various Equipment)
  - County of Lea, NM win, in the amount of \$650K (ShoreTel Solution, Various Equipment)
  - Chrysalis, Non-Profit Organization in CA, UCass Solution sale \$3400/MMR (Mitel Solution)
- Top 10 sales performers in the West Region for FY'15, FY'17, FY'18 due to customer satisfaction, year to year growth and top sales within the territory.
- Maintained a 15% sales growth within the company by creating key relationships.

Hibu (Yellowbook), Albuquerque, NM  
Advertising Sales, Customer Service, Business Development (2010-2012)

Managed and developed customer accounts, introducing them to products and services in the telecommunications market. Generated new business accounts through cold calling, area canvassing and face to face meetings. Prepared and delivered proposals and presentations, winning new accounts and up-selling existing accounts. Developed customer relationships, ensuring contract renewals and customer referrals. Managed tasks, objectives, forecasts, and performance through Salesforce.

- Consistently meet and exceed monthly goals with average of 12% growth for personal marketed territory.
- Produced enough revenue for Team Leader yield sales in FY'11 by adding new sales revenue.

Enterprise Rent-A-Car, Albuquerque, NM  
Branch Manager, Customer Service, Business Development (2004-2008)

Developed peak performance plans for team success and additional revenue. Helped to identify and implement company core areas of focus: Customer Service, Employee Development, Growth and Profitability. Used aggressive marketing tactics, including cold calling and referral solicitations to establish new accounts and exceed sales objectives. Managed and developed retail accounts, corporate accounts and insurance agency relationships through routine visits and follow-up. Managed twelve-person sales team, providing motivation, incentives, support and training on sales, marketing, and customer relations.

- Maintained an 80% service quality index for customer service well above the company average of 73% by providing exceptional training to employees and managed sales processes.
- 2 time top store in the Albuquerque market by having the largest growth, maintaining low costs, and high sales.
- Averaged a 9% market growth year over year through coaching, business development and smart marketing.

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## EDUCATION

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University of New Mexico | BA Organization Communication Management | Albuquerque, NM  
Brigham Young University | Business Management and Marketing | Provo, UT

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## ADDITIONAL INFORMATION

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| EXPERTISE                                                                                                                                                                                                                                                                                  | WORK STYLE                                                                                                                                                                                                  | TECHNICAL SKILLS                                                                                                                                                                         | PROFESSIONAL SKILLS                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Lead Generation</li><li>• Customer Support</li><li>• Client Follow-up</li><li>• Referral Generation</li><li>• Technologically Savvy</li><li>• MS Office</li><li>• Salesforce</li><li>• Search Engine Marketing</li><li>• Email Marketing</li></ul> | <ul style="list-style-type: none"><li>• Creative Spirit</li><li>• Reliable &amp; Professional</li><li>• Flexible Time Management</li><li>• Team Player</li><li>• Fast Learner</li><li>• Motivated</li></ul> | <ul style="list-style-type: none"><li>• Photoshop CS</li><li>• WordPress</li><li>• MAC &amp; PC</li><li>• Microsoft Office Suite</li><li>• Technical Sales</li><li>• SEO / SEM</li></ul> | <ul style="list-style-type: none"><li>• Team Leadership</li><li>• Project Management</li><li>• Decision Making</li><li>• Budgeting &amp; Planning</li><li>• Client Support &amp; Management</li><li>• Relationship Building</li><li>• Lead Generation</li></ul> |