

André D. Smith, M.B.A.

U.S. Navy career (1983 to 1992) including [REDACTED] [REDACTED] rm. Medically retired.

OBJECTIVE

As your newest Strategic Account Manager, I will utilize my extensive experience in outside sales, corporate sales, and account management to drive incremental revenue and build strong partnerships with strategic corporate and agency partners. I am highly motivated and results-driven, with expertise in managing strategic corporate and agency partners, negotiating complex contracts, and defining long-term strategies to drive incremental revenue. With my excellent written, verbal, and presentation skills, I will be an effective communicator and will work well both as an individual and with a small team in an ever-changing, dynamic market.

SUMMARY

Highly motivated and results-driven professional with over 30 years of experience in outside sales, competitive sales environments, and corporate sales. I have expertise in managing strategic corporate and agency partners, negotiating complex contracts, and defining long-term strategies to drive incremental revenue. I am proficient in data analysis and using CRM tools like Salesforce to measure contract performance and secure customers. My excellent written, verbal, and presentation skills make me an effective communicator. I can work well both as an individual and with a small team in an ever-changing, dynamic market. I am passionate and innovative, with bold leadership skills that foster organizational inclusiveness and growth.

Recently, I was responsible for expanding the organization into three new Northern California territories in support of aggressive growth initiatives. Before that, I was responsible for three primary service areas, supporting 133 accounts, 33 account managers, and over 18,000 Medicare recipients. In addition, I managed local, regional, and national teams of up to 22 direct and 12 indirect reports, overseeing 1,200 volunteers nationwide at 200 VA hospitals and clinics across 50 U.S. states and Puerto Rico. I have managed operating budgets of up to \$4.5 million for organizations with all-agency budgets of up to \$110 million.

As a collaborative problem solver, I successfully leverage my leadership, fiscal, and business acumen to support organizational mission, goals, and strategic plans. I am acknowledged for exceptional judgment, tenacity, and ability to manage and serve in a rapidly changing, diverse environment. I am a strong advocate for community leadership, inclusivity, healthcare, and access equity.

PORTFOLIO OF EXPERTISE

- | | | |
|---------------------------------|----------------------------|--------------------------------------|
| ◆ Project Management | ◆ Strong Technology Skills | ◆ Interpersonal Skills |
| ◆ Supervision | ◆ Leadership Presentations | ◆ Vendor Management |
| ◆ Legal Compliance | ◆ Team Building | ◆ Staff Retreats |
| ◆ Conflict Resolution | ◆ Problem Solving | ◆ Decision Making/Strategic Thinking |
| ◆ Communication | ◆ Fiscal Management | ◆ Compensation Surveys |
| ◆ Microsoft Office Applications | ◆ Salesforce CRM Tool | ◆ Ability to Travel 20% or More |

PROFESSIONAL EXPERIENCE

RESTORATION MANAGEMENT COMPANY – 2022 to PRESENT

◆ Account Executive

Responsibilities include:

- As an account executive, my role requires me to build and maintain strong relationships with clients to ensure their satisfaction with our services. Additionally, I develop and implement strategies to increase sales and revenue within assigned accounts and identify new business opportunities to expand our customer base. Collaboration with internal teams to ensure prompt and satisfactory resolution of customer issues is an essential part of my job. I set goals and targets to monitor progress and ensure all deliverables are achieved, specifically within assigned accounts. As the team lead, I provide coaching and training to colleagues to help them improve their performance and develop their skills in account sales. Analyzing market trends and competitor activity is also crucial to identifying opportunities for growth and improvement within assigned accounts. Effective communication with other departments to ensure the company's goals and objectives align with account sales targets is an integral part of my job. Representing the company at industry events and conferences to promote our products and services, specifically within assigned accounts, is another important aspect of my role. I design, implement, and execute an aggressive

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growth strategy to expand the company's reach throughout Northern California. Additionally, I manage a portfolio of strategic corporate and agency partners, negotiating contracts to maximize return to the company while demonstrating the highest degree of professionalism and integrity. Finally, I manage and implement strategic sales plans, ensuring the company is well positioned among its competitors and leverages its position in the marketplace.

BROKER/OWNER – 2005 to MAY 2020

SEVENTEEN YEARS AND COUNTING OF INCREASINGLY COMPLEX AND RESPONSIBLE POSITIONS, INCLUDING

◆ **Broker/Owner (Priority Real Estate & Investments)**

Responsibilities include:

- In my role as a Broker in Northern California, I possessed a versatile skill set that made me well-suited to handle a diverse range of responsibilities. I developed and oversaw policies and procedures to ensure smooth operations, led recruitment and retention efforts, and managed the procurement of mortgage loans for buyers and sellers, as well as home sales. My expertise extended to ensuring compliance with state mandates through comprehensive training programs and implementing quality assurance guidelines to maintain high standards of excellence. I was responsible for leading teams of 30 or more Loan/Sales Agents and Transaction Coordinators, managing multiple locations, and ensuring the successful implementation of policies and procedures to guarantee efficient operations.

KAISER PERMANENTE – NOVEMBER 2013 TO MAY 2020

SEVEN YEARS AND COUNTING OF INCREASINGLY COMPLEX AND RESPONSIBLE POSITIONS, INCLUDING

◆ **Retiree Solutions Manager**

Responsibilities include:

- I was responsible for Medicare enrollment for a large book of business that spans both public and private sectors. I work on designing, developing, and implementing benefit programs and program changes that help our employer control costs and maintain or improve our market competitiveness. Further, I identify, design, and implement new targeted market development strategies and provide leadership in all matters related to laws and regulations that impact Benefits Practice activities. I manage project plans and make sure that project timelines and objectives are met, both for individual objectives or projects and for projects managed by reporting positions. Additionally, I participate in the development of objectives, goals, and strategies relative to the functional area and to the entire Benefits Practice. I manage sensitive relationships and work in a Labor/Management Partnership environment. I create reports for clients, agents, and brokers to identify market changes, exceed established goals and turnaround guidelines for the underwriting team, establish relationships with other sales and brokerage companies to enhance agents' business potential and provide problem-solving solutions for internal and external stakeholders.

WOUNDED WARRIOR PROJECT – NOVEMBER 2010 TO MAY 2013

TWO YEARS AND COUNTING OF INCREASINGLY COMPLEX AND RESPONSIBLE POSITIONS, INCLUDING

◆ **Senior Benefits Liaison (San Diego Office)**

Responsibilities include:

- In my role as a senior benefits liaison, I was responsible for recruiting a team to open the San Diego location and leading a team of five individuals consisting of four Outreach Coordinators and one Business Manager. My responsibilities included managing 16 programs, ranging from college prep to adaptive sports for severely wounded veterans. I was also responsible for managing partnerships with 15 warrior-related organizations, which included regional offices, military, and medical facilities. In addition to this, I managed a team of corporate sales representatives, developing and implementing strategic sales plans to increase revenue and market share. I also negotiated complex corporate contracts, ensuring customer satisfaction while maximizing return to the company. Maintaining relationships with key decision-makers at strategic corporate accounts was a crucial part of my role, as I identified new opportunities for revenue growth and analyzed market trends and the competitive landscape to develop and refine sales strategies. Collaborating with cross-functional teams was essential to ensure customer needs were met and sales goals were achieved. I also co-lead relationships with healthcare professionals to serve veterans, ensuring quality access to newly legislated services.

DISABLED AMERICAN VETERANS – 1997 TO MAY 2006

SEVEN YEARS AND COUNTING OF INCREASINGLY COMPLEX AND RESPONSIBLE POSITIONS, INCLUDING

- ◆ Assistant Supervisor, National Service Officer, Oakland, CA
- ◆ Assistant National Membership Director, Cold Springs, KY
- ◆ Assistant Supervisor, National Service Officer, Oakland, CA

Responsibilities include:

