



# David Garrick

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## Profile

**David Garrick:** Innovative and diverse technical sales solution provider with a strong emphasis on Telecommunications. Demonstrated 10-year sales/sales support and management track record with three Fortune 500 companies in intense, competitive markets. Market perspective, driven, outstanding attitude, communication and team skills. Excellent track record exceeding aggressive corporate targets. Key strength is continuous two-way translation between business needs and technical staff requirements.

**Sales Skills:** Consistently exceeds sales goals. Skillfully uses definable repeatable process to qualify opportunities and overcome objections. Exceeds a standard for initiating new contacts. Key strength includes immediately responding to and resolving questions and problems raised by customers. Maintains well-documented and organized records, providing timely information.

**Customer Service Skills:** Demonstrates a high degree of respect for customers through courtesy and sensitivity. Skilled at resolving difficult or emotional customer situations. Goes out of the way to make sure commitments are met and respond to customers with a sense of urgency. Solicits and uses customer feedback to deliver better service.

**Technical Skills:** Strong skills in integrating emerging technologies with a broad range of business applications. Proficiencies include: business software applications, sales force automation, Intranet, Internet, web technologies as well as an in-depth understanding of telecommunication systems.

**Leadership:** A team-based but high expectation manager who attracts and motivates top performers. Key strengths in recruiting, training, and career development. Excellent ability to lead multi-disciplinary staffs in achieving complex objectives.

**Team Player:** Recognized as having exceptionally keen anticipation of business direction and proactively generating and implementing business solutions. Has combined leadership abilities with team coaching to establish a strong track record of “in the trench” implementation success. Developed reputation in all companies as the person to go to for implementation with teams.

**Communication:** Exceptional business communications skills at all levels of the organization. Effective negotiator, public speaker, presenter and staff training. Demonstrated ability to articulate ideas, gaining support of decision makers and team members company-wide.

**Management:** Solid administrative skills, including development and control of multi-million dollar budgets; proven ability to reduce costs significantly while improving productivity and service levels. Top-level competency in terms of developing innovative solutions that are within scope and deliver new and innovative solutions to complex problems.

**Business  
Experience**

April 2002 – Present ideal Communications Group, Inc. Littleton, CO

**Co-president & Client Advocate**

- Direct sales
- Treasurer

Jul 2001 – Feb 2002 TOUCHAMERICA Greenwood Village, CO

**Branch Manager**

- Maintaining, growing and supporting over \$58 million annual revenue
- 2001 Winners Circle attendee for number one branch in the company. Top branch Jan, Feb 2002.
- Responsible for sales in Colorado and Kansas.
- Developing business plan to open new office in Kansas City.
- Direct reports include 2 sales managers, 1 customer service manager, 1 sales engineering manager, 2 senior national account carrier reps, 2 senior account national reps.
- Sales of Dedicated Internet Access; ATM; Frame Relay; Private Line, Voice; Hardware
- Transitioned to TOUCHAMERICA from Qwest during US West purchase.

Nov 1999 – Jul 2001 Qwest Communications International Englewood, CO

**Major Account Executive/Senior Sales Manager**

- Responsible to rebuild Denver sales organization.
- Major account executive monthly quota of \$13,000 new revenue.
- Sales of Dedicated Internet Access; ATM; Frame Relay; Private Line, Voice; Hardware

1999 – 1999 Convergent Communications Englewood, CO

**Senior Director Sales Force Automation**

- Developed automated tools and resources to promote communications and automate the selling process.
- Utilizing four main platforms: PCs, Video Conferencing Network, Clarify and the Intranet.
- Developing opportunity management, prospect and customer research, reference databases, questioning tools, product encyclopedia, product and service configurators, proposal generators,

multimedia presentation tools, project management and account management.

1998 – 1998 Convergent Group, Inc. Englewood, CO

**Vice President / General Manager Technical Transfer**

- Recruited to VP/ GM role to create new line of business.
- Actively managed internal change process to shift organization and culture.

1996 – 1998 KN Energy, Inc. Lakewood, CO

**Director, Communication Platforms and Desktop Environment**

- Recruited to VP Communication Platforms role at KN Services, to lead development and implementation of internal / external communication platform. Responsibility of Desktop Director, KN Energy received January 1997.
- Implemented an employee communications program that drove visibility and awareness of KN Energy vision and strategy while fueling cultural change. Infrastructure tools included development of an extensive Intranet, electronic daily news publication, multimedia CD-ROM presentations and automated corporate reporting. Designed and installed business television satellite network to 85+ locations. Project was completed for less than \$50,000 in 4 weeks.
- Established and implemented a consistent, professional web image for several service towns on the KN Energy natural gas network. Tools included a high-impact Internet web site giving towns an immediate presence on the WWW. Presented the concept to town officials, implemented technology and trained the end user.
- Provided the leadership that reorganized desktop group into a customer focused efficient department doubling productivity. Actions included reduction in head count from 24 to 14, negotiated contract with 1<sup>st</sup> level support outsource vendor, reduction in budget from 1.5m to 1.2m. Desktop responsibilities included overseeing help desk, training department, NT LAN administration, engineering, hardware procurement, and configuration department.
- Develop and administer multi-million dollar capital and expenses budgets; negotiated the purchase of hundreds of desktop and laptop computers. Generated new revenues through negotiation of in-house warranty service for all laptop computers.

1989 – 1996 MCI Telecommunications, Inc. Atlanta, GA

**Senior Manager Communication Platforms**

- Began in technical management position with staff of 15; also directed complex bid department, analyzing voice and data communications for key accounts.
- Promoted and transferred to manage corporate communications department with a direct staff of 8. Supported MCI's sales force of 5,000 with data product information, product launches, and collateral materials.
- Contributed to the purchase and distribution of laptop computers for entire sales force; oversaw administration group with staff of 40 to

maintain the laptop environment.

- Successfully developed and implemented all phases of the company's first online sales information system. Selected software vendors, negotiated contracts, evaluated software and hardware, designed system and provided roll-out instructions. This \$100,000 project was completed under budget within 5 weeks and was described by top management as the most successful roll-out of any project in recent MCI history.
- Spearheaded the development of CDi presentation platform for sales presentations; purchased equipment and created standardized multimedia sales presentations, later implemented company wide. Designed and implemented comprehensive training program for the pilot group at 8 sites throughout the company.
- Developed a stand-alone CD-ROM electronic magazine for internal sales communications. Designed and administered an e-mail based communication system to streamline daily communications with sales force.
- Instrumental in communicating innovative programs at annual sales meetings, including a configuration software application for consultative sales, enabling quick creation of proposals during an interview with a prospect.

1986 - 1989                      Sprint                                              Denver, CO

**Manager Technical Sales Support**

- Promoted to manage team of 15 providing technical support to business customers within 18-state region. Generated \$300,000-\$500,000 in new business monthly.
- Designed and implemented a highly acclaimed technology training program for customers: standardized training program and implemented throughout the region.
- Initially served as Circuit Design Engineer, created circuit orders to provide long-distance service to business customers in Sacramento, CA.

**Military Experience**

1982 - 1986                      United States Air Force                      Worldwide Duty

**Telecommunications Specialist**

- Installation of inside plant communication equipment.
- Installation of outside plant communication equipment.

**Education**

1986 - 1987                      USAF Technical Training                      Wichita Falls, TX

- Basic Electronics
- Inside plant telecommunications installation and maintenance

1973 - 1977                      Aurora High School                                              Aurora, OH

- Graduated 1977

Outside Interests:

- Board of Directors Rocky Mountain Roller Hockey League, Inc.
- Web site designer/administrator Rocky Mountain Roller Hockey League [www.rmrhl.org](http://www.rmrhl.org)

- Rocky mountain Roller Hockey League team coach/goalie coach.
- Governor's Ranch Homeowners web site designer/administrator [www.grhoa.com](http://www.grhoa.com)
- Practice goalie with the Colorado Avalanche for 3 years during pre-camp practice.
- Avid SCUBA diver.