

JAMES DOUGLAS HADEN, MBA

jim.d.haden@gmail.com

972.365.3482

www.linkedin.com/in/james-haden

DIRECTOR/SENIOR MANAGER OF OPERATIONS Transformational Leader with Bias for Action

A top-performing Operations, Finance, and Program Director with experience in strategic planning, sound financial management, and challenging status quo. Proven abilities in problem solving and strategic analysis, resulting in the implementation and management of competitive and profitable products and programs. Expertise in risk management, with strong ability to recognize and prevent potential revenue loss and operational issues. Experience leading cross-functional teams and collaborating with all levels of an organization to reach common goals. Collaborative and ethical leader willing to go to extraordinary lengths to ensure team success.

AREAS OF EXPERTISE

- Multi-Channel Sales Operations
- Process Improvements
- Client Relations
- Marketing
- Tableau
- Business Operations
- Sales Compensation Administration
- Team Leadership & Development
- Financial Management
- Salesforce
- Product Development
- New Business Development
- Lean Six Sigma
- Sales / Forecast Management
- Agile Business Management

PROFESSIONAL EXPERIENCE

DealerSocket, Irving, TX

2021

Director of Sales Operations

Coach, develop and support high performing team of sales coordinators providing daily quoting, approval and Salesforce process support to sales teams. Manage quote approval process, ensuring that all quotes are thoroughly reviewed and approved at the appropriate levels. Collaborate with Legal, Billing, New Accounts, Customer Success, Salesforce Administration and other teams to identify and resolve issues impacting quoting and contracting processes. Own the quick, accurate and thorough resolution of issues raised by sales leaders and sales team members to enable sales booking, including during non-standard business hours.

- Led creation and implementation of Legal Language Library that provided standard and templated contract language allowing sales coordinators to add to agreements and reduced legal cases submitted by contracts team by 59%.
- Developed metrics package for contracts team that produced accurate reporting on Service Level Agreement performance and improved processes that reduced median case resolution time from 2.3 hours to 1.54 hours.
- Added offshore staff that provided overnight support for case resolution and sales quote production that contributed to improvements in operational metrics.

AMERICAN QUARTER HORSE ASSOCIATION, Amarillo, TX

2019 - 2021

Manager of Member Experience and Onsite Services

Managed Onsite Services, Records Management team, Member Experience (Contact Center) team, offshore vendor team, plus 68 Member Experience contractors processing new registrations, ownership transfers, genetic testing and membership transactions. Manage process and teams for Onsite Member Services at events such as equestrian shows, competitions and sales.

- Implemented strategic and operational improvements for department that resulted in a 78% decrease in number of outstanding transfers in the first-look queue and a 56% reduction in time to resolution.
- Created post-event analysis package identifying strengths and opportunities of Onsite Services, which resulted in an average 21% year-over-year revenue improvement per event.

SPRINT CORPORATION, Irving, TX and Little Rock, AR**2007 – 2018****Regional Operations Manager**

2016 – 2018

Managed team of 12 Sales Operations Managers, Performance Operations Managers and Sales Support Representatives, supporting 54 corporate-owned stores, 300+ branded dealer stores and 168 national retail locations.

Managed the sales processes and back-office support, including order processing and fulfillment, order scheduling, and the assembly of sales and commission information. Provided launch support of new products and programs, including training, marketing and administration.

- Launched program focusing on customer experience, which improved Net Promoter Score 6% year-over-year and 20-50 Day Customer Satisfaction Scores by 4% year-over-year.
- Sales Results: 10.7% year-over-year growth in new acquisition, 2.5% growth in upgrades and 12.8% increase in accessory revenue.

Sales Program Manager III, Indirect Sales Channel

2014 – 2016

Led dealer profitability analysis and growth strategy for 2K+ dealer / franchise stores. Managed new location allocation for the indirect channel.

- Created dealer-level P&L model used to assess dealer health and led Indirect Dealer profitability review, increasing channel's customer lifetime profit by 32% from prior year.
- Managed merchandising of Sprint's "Store Within A Store" in 386 RadioShack locations, that launched only 5 weeks after announcement.
- Identified metrics and customer experience points, causing productivity disparity between Sprint Corporate Owned and Dealer Channels and managed "close the gap" plan, resulting in 31% reduction in productivity disparity between channels.

Sales Operations Manager II

2007 – 2014

Managed sales and operation activities for over 700 authorized dealer / franchise and national retailer locations, including Real Estate site selection, fixture test fits, project management of new dealer store openings, relocations, and remodels.

- Credited with the creation of a reporting package that compared individual dealer's performance with the national population, identifying underperforming locations, improving sales, and increasing customer experience. Evaluations resulted in \$2.5M annual savings due to the termination of relationships with underperforming dealers.
- Developed the first scorecard that measured individual performance of National Sales Representatives, allowing for performance tracking and improvements.
- Led review and enforcement of corporate dealer standards, resulting in Corporate Audit store pass rate of 92% and an area average score of 90%.

EDUCATION AND TRAINING

Master of Business Administration (MBA), Texas A&M University – Commerce, Commerce, TX
Bachelor of Business Administration (BBA), Finance, University of Texas – Arlington, Arlington, TX

CERTIFICATIONS

Management and Strategy Institute
Six Sigma Lean Black Belt Professional