

**To whom it may concern,**

**I am an award-winning General, Sr. Operations & Executive Sales Management Professional** dedicated to lifelong growth with decades of success & a track record of results supporting world class organizations, leading cross-functional & cross-organizational teams inclusive of services, project & contract management, negotiations, business optimization & outsourcing, customer service in Sales & Operations, Real Estate, Transportation / Distribution Logistics, Fortune 500 Technology & Managed Services with Service Level Agreements tied to revenues.

**Accountable for multimillion-dollar P&L's & sales revenues** in multiple industries, my career is defined by the creation of systems & solutions aligned to requirements of stake holders & those served to leverage / bare differentiation. I excel in the engagement & development of people & processes that drive results by leveraging relationships, information & acumen to derive insight & create / improve business models, in fluid time sensitive detail intensive environments.

**Highlights & Results:**

- 20 Year Comprehensive Management Career advancing engagement & quality at *Purolator Courier*, doubling revenues to \$42+ million annually in 5 years; developing award winning professionals, managers & teams up to 300.
- 3 years of exceptional experience in large enterprise sales & IT / Business services delivery management at *Xerox Canada* managing up to \$20 million in contracts, P&L's, related professionals & teams. President's Club Award Winner 2012 (118% Y/Y).
- Decades of experience in entrepreneurial, leadership & direct contributor roles in Real Estate (REALTOR® licensed for Rural, Commercial & Residential), Property Development & Management (Ownership) & Business Consulting.
- Pilot project (2015) at the request of *The Siemens Transportation Group's* C.O.O. as Corporate Sales Manager focused on growth, acquisition & development of integrated sales efforts across the 9 companies to optimize multi-disciplinary supply chain solutions & fleet services spanning over \$150 million annually.

**I welcome next steps to identify how I may best support your success!**

**Resume enclosed.**

**Sincerely**

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# JOHN J FRASER RESUME

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**OBJECTIVE:** To unleash a lifetime of Success in Business, Executive Sales Management Leadership as a *Differentiator in your Business*; Maximizing Profitability & Quality via Revenue Generation & Business / Process Optimization in: Real Estate, Transportation, Distribution, Logistics, Technology & Business Services

## **PROFESSIONAL PROFILE:**

Results Oriented, Award Winning, Analytical, Articulate & Adaptable General & Executive Sales Management Leader with Fortune 500 experience serving up to Enterprise / C Suite Levels across a vast array of Industries.

Exceptional track record managing multi-million-dollar P & L's, departments, managers & cross-functional teams to meet & exceed objectives in Operations, Sales & Service.

Engage, inspire & mentor in diverse Sales, Operations, Ownership & Entrepreneurial roles; Creates & evolves cultures of high performance via communication, creativity, accountability, recognition & reward.

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## **PROVEN ABILITIES:**

**Sales & Marketing Management:** Business Development & Product Evolution, Growth & Diversification of Markets, Revenue & Profit across Multiple Channels.

**Service Excellence, Operations Management:** People, Processes & Profit in Transportation, Supply Chain, Distribution, Technology & Managed / Business Services inclusive of Equipment, Fleets & Facilities.

**Employee, Client & Stake-Holder Engagement:** Performance Management, Professional Development, Training & Team Building, Presentation, Facilitation, CRM, Business / Client Integration, Event Planning Hosting & Promotions.

**Leadership & Business Strategy:** Define Offerings & Departments to Market needs, Complex Negotiations, Champions Change, Assures Execution & Continual Process Improvement & Product Innovation.

**Industries Directed & Served:** Transportation, Distribution, Logistics, I.T. / Value Added Business Services, Pharmaceutical, Telco, Supply Chain, Education, Legal, Manufacturing & Automotive, Real Estate, Property Management, Consulting, Charity, Retail, Vintage, Art, Music & Entertainment.

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## **EDUCATION, PROFESSIONAL & PERSONAL DEVELOPMENT:**

- Licensed Commercial & Residential REALTOR® (Real Estate Council of Alberta)
  - Talent Management & Situational Leadership; Building High Performing Teams in Union/Non-Union Groups
  - Employee / Labor Relations & Negotiations, SAP & Multiple Financial / Business Reporting Systems
  - Enterprise-level Content, Document & Print Management, Production Print & Media Marketing
  - Industrial Engineering in Distribution, Project Management, Process Optimization & Outsourcing
  - Workplace & Site Safety, ERP & ISO 9001:2000 Quality Systems & Business Unit Certifications
  - Siebel Systems: Target Account Selling, Large Account Management: "Customer to Client"
  - Professional Selling, Advanced, Complex Sales & Negotiation Systems, Spin Selling, Power Marketing
  - Transportation Management & Distribution Systems; Ground & Air Operations, Courier Methods & Routing
  - University of Alberta Faculty of Extension: Business Management, Sales & Marketing
  - Harvard School of Business: Executive Decision Making (Seminar Series)
  - Grant Mac Ewan University Major: Music, Minor: Communications & Computer Programming
  - Gartner, IDC & HBR Content: Service & Sales, Technology, Business, Logistics & Business / Process Evolution
  - [Deep Dive Pre - Realtor Experience](#) : World class experience; Enterprises & Organizations served.
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## CAREER HISTORY & RESULTS:

### JUST US / REALTOR®

Director, Consultant, Entrepreneur, Licensed REALTOR® (est. 2017)

2013 - PRESENT

- **Multi-Award-winning REALTOR® Licensed for Residential, Rural & Commercial**
- **Delivered over 30% net operating income via endeavors in Real Estate, Property Management, Business Services, Consulting** (engaged from 2007 parallel to experience below)
- Design & develop Real Estate projects up to \$500,000 in a property portfolio generating \$80,000 / year.
- Create & facilitate custom programs in business & career management, team building, art & music.
- Organize, perform & support charity events utilizing experience & event hosting.

### SIEMENS TRANSPORTATION GROUP

Corporate Sales Manager

2015

- **Reporting to COO, lead a team of 12 national account managers throughout Canada & mid-west USA.**
- Directed policy & procedure of sales & sales operations in the 9 STG companies (\$150+ million annually).
- Pilot project to optimize processes & maximize & integrate sales operations to provide tailored transportation & supply chain solutions encompassing multiple modes.

### XEROX CANADA (ENTERPRISE MANAGED SERVICES GROUP)

Client Delivery Manager

2010 – 2013

- **2012 president's club award: P&L results in multimillion-dollar client business services contracts (118% Y/Y).**
- Lead cross functional team of 20 professionals: 4 managers, site leads, analysts, service, technical, fleet / production print staff generating \$20 million in inclusive of managed services, sales, facilities & equipment.
- Optimized clients' operations by understanding their business requirements & factors for success utilizing technology, print, process improvement, outsourcing, creative media & marketing.

### PUROLATOR COURIER LTD.

Regional Sales Manager, Northern Alberta & NWT

2000 – 2006

- **Doubled the Region's annual revenue from \$23 million to \$43 million, driving profit improvement by 30%.**
- Top 3 Divisional Leader & Top 5 Nationally every year, Multiple Revenue Performance Awards.
- Built diverse top performing teams, fostering multiple award winners & future managers.
- Managed a team of up to 11 Including administration, customer service, sales professionals & executives.
- Developed & hosted "A-List" customer events partnering with organizations including Edm Oilers & Eskimo's

Sales/Major Account Executive Edmonton & Northern AB / Western Canada

1996 – 2000

- **Exceeded sales & revenue targets annually with 15-25% growth annually integrating offerings & clients.**
- Managed up to \$12.5 million in flagship accounts driving success by operational & critical factor partnering.
- Pioneered innovation & customer programs that shaped future national offerings including TL, LTL, Same day, in city & bulk services, customer staging & integrated sorts, 3PL & "pick & pack" models,
- Increased business integration & revenues at a premium price based on value & differentiation.
- Multiple revenue & performance awards, rare "appointment" to regional sales manager position.

Sr. Manager, Operations & Service

1987 – 1996

- **Award Winner consistently exceeded business metrics & objectives, administered budgets up to \$12.5 mil.**
- Led management group up to 15 & 300+ staff at multiple locations throughout Alberta & NWT.
- Managed every facet of business, LTL, TL, Air, Sort & Courier Ops in union & non-union environments.
- Unique National Honor Award for operational & customer integration, service & revenue growth.
- Special Project Roles: Service & Operational quality for western Canada; Implementations of Dedicated National air network, automated scanning, reweigh & cubing programs.