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SUMMARY

Business Development and Sales Manager with broad base of service and transportation industry experience, well versed in all aspects of the sales cycle, from both domestic and international perspectives. Significant expertise in advanced contract negotiation, budget planning, sales operations, market development, and team leadership. Effectively utilizes the appropriate tools to thoroughly evaluate products, capturing opportunities for new business within existing product lines. Proven ability adapting to new business environments, quickly assimilating market knowledge and rapidly executing targeted sales strategies that consistently achieve corporate goals and accelerate revenue growth. Major strengths include:

- Domestic & International development and contract negotiation experience.
- Experience administering customer service and employee development programs.
- Extensive CRM (ACT!) experience.
- Excellent business computer skills
- Domestic and international sales, new business development experience.
- P & L, budget preparation experience.

PROFESSIONAL EXPERIENCE

USAirways – (2009 – 2014)

Area Sales Manager International

Responsible for new business development of US Airways domestic and international cargo sales. In addition, assigned the development and management of comprehensive strategic plans for building partnerships between US Airways and international airlines, cargo producers and General Sales Agents.

Selected Accomplishments

- Identified over 250 domestic USA agents who were high potential customers of US European services, through research and cold calls. Provided contact and revenue generation information to the local Area Sales Manager after qualifying each agent.
- Expanded cargo origination from two to ten locations in Asia. Appointed General Sales Agents to represent US Airways in Asia, this included, China, Korea, Vietnam, Indonesia, Japan, and Thailand. While US Airways did not fly beyond Hawaii, in 2013 cargo revenue was more than doubled to \$1.2 million in revenue. This was accomplished without an increase in schedule.
- Developed and launched a new product, Asian Global Connections, bringing together for the first time a comprehensive list of Asian Airlines and destinations, providing US customers with direct, single airway bill access to Asia.
- Was assigned review and renegotiating of all US Airways interline cargo agreements. While some of these agreements had not been reviewed for eight years was able to review and renegotiate 56 existing or new agreements with carriers as diverse as Qatar, Lufthansa, Korean Air and Aerolineas Argentina.
- Covered a sales territory ranging from Baltimore MD to Norfolk VA. Responsible for assessing and identifying the cargo movement needs of over one hundred and fifty customers with individual yearly sales volumes up to \$1.5million.

FPL ENERGY – (2007-2008)

PJM Business Leader

Monitored and analyzed financial issues impacting five power plants located in Pennsylvania, New Jersey and New York. Prepared budget plans, managed forecasts, variances and Sarbanes Oxley compliance for these plants while filling a temporary position

TRUMARK FINANCIAL CREDIT UNION-(2002-2006)

Manager Business Development

Generated new membership through sponsor companies for the second largest credit union in the Philadelphia metropolitan area. This was accomplished by exploiting traditional industry segments, developing new non-traditional customer segments and actively maintaining relationships within the existing customer base.

Selected Accomplishments

- Added 56 sponsor companies to TruMark member company list.
- Proposed and negotiated installation of new profit centers for TruMark revenue base by demonstrating the need and overseeing installation of ATM's at new service locations.
- Proposed and demonstrated need to change TruMark Operating Charter. When implemented this change made TruMark services available to a larger customer base and more in line with our competitors

GPS NORTH AMERICA – (2001 – 2002)

Territory Manager

Managed startup of sales, customer service and territory development for a company that developed and marketed GPS based vehicle management systems which improve the utilization of and efficiency of service vehicles. Successful utilization of consultative based sales program resulted in sales to a diverse multi-state customer base.

INLINGUA (1999 – 2000)

Manager Business Development

Headed sales, new business development and key-account maintenance for an intercultural communications solutions group specializing in all aspects of foreign language training, translation, and interpreting. Company has operations in four states and \$2.5 million in yearly sales. Also responsible for five Regional Account Managers and four separate product lines.

Selected Accomplishments

- Implemented comprehensive sales reporting program for company Regional Account Managers.
- Instituted Regional Account Manager sales development and forecasting plans.
- Implemented yearly budget plans for five satellite offices.

Additional Experience

CATERAIR INTERNATIONAL

Director Customer Service Asia Pacific, Taiwan

Directed start-up of Caterair's Asia Pacific customer service program while also responsible for P&L , market forecasting and budget variance review at regional Asia Pacific office in Taipei..

Selected Accomplishments:

- Opened Caterair's Taipei-based Customer Service Office. Responsible for implementation of proactive customer service program for 16 Asian airlines.
- Achieved 12% increase in revenue growth for total of \$40M.
- Responsible for development of new catering facilities in Asia, managed projects in Taiwan and Seoul and explored opportunities in Malaysia and Indonesia. Additionally, responsible for evaluation of potential joint venture partners and negotiation of joint venture agreement in Taipei.

NORTHWEST AIRLINES

Expatriate assignments as Country Manager in Singapore, Korea, Japan and Taiwan.

EDUCATION

LaSalle University, Philadelphia, PA: B.A. History

University of Maryland, Seoul, Korea: Information Systems Management

National University of Singapore, Singapore: Executive Development - Financial Management