

# Roland Balloun

## Objective

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- ▶ To truly effectuate a difference in sales person performance in any industry for an organization or individual that recognizes the value of personal development.
- ▶ Oct 2008 to Present – Professional Sales Coach/Trainer and Recruiter – See <http://rolandsalestraining.com>
  - ▶ Sep 2007 – Oct 2008 A Okanagan/Shuswap Chevrolet, Pontiac, GMC & Buick Dealership
    - ▶ **General Sales Manager**
      - Responsible for proper staffing and training of sales department including CSI personnel.
      - Responsible for overall business office production
      - Responsible for all new and used car sales
      - Responsible for all inventory control
      - Responsible for Marketing of new and used units including advertisement, print, radio, flyers, and direct mail pieces.
      - Substantially increased prior year sales and per unit profit on new units on most models in the multi-line dealership.
  - ▶ Jan 2006 – August 2007 Jim Pattison Hyundai North Surrey, B.C.
    - ▶ **General Sales Manager**
      - Recruited in January 2005 – achieved top salesperson status within the four store Korean Division and subsequently promoted to General Sales Manager after only 12 months.
      - Responsible for all new and used car sales
      - Responsible for development of national and dealer fleet business.
      - Responsible for the proper staffing and training of sales managers, business office managers, product advisors, administrative assistants receptionists, and lot staff.
      - Responsible for inventory control of new and used
      - Responsible for the achievement of manufacturer assigned targets of new car sales and customer satisfaction indices.
      - Doubled sales in 2006 over any previous 4 years
      - Highest new and used car gross in the Korean Division.
      - Increased Customer Satisfaction Index from 61.2 (Dec 2005) to 92.9.
      - Achieved No. 1 Hyundai dealership status in mainland B.C
      - Negotiated the largest ever Hyundai Canada dealer fleet deal.
- ▶ Jan 2005 – Dec 2006 Jim Pattison Hyundai
  - ▶ **Product Advisor**
    - Top Salesman award seven times.
    - Active leadership role in sales training and other managerial functions
- ▶ 2001 – 2003 Ski Town Investments, LLC. Steamboat Springs, CO
  - ▶ **General Manager**
    - Transferred from Fort Worth, TX, as Project Manager of \$1.6M remodel of vacant resort hotel property

- Responsible for and handled all regulatory processes e.g., building permits, and negotiations with city and county authorities.
- Interviewed and selected mechanical engineer, civil engineer, and structural engineer.
- Routinely met and dealt with building inspectors. Handled all aspects of pre-opening operations, sales, marketing, and proper staffing of hotel
- Interviewed, contracted, and supervised construction crews and all trades for the project.
- Qualified the property for flagged brand and successfully operated hotel as General Manager

2000 – 2001 Rainier Company, Ltd.

Fort Worth, TX

**Project Manager**

- Managed new bank construction from bid process to completion
- Logged highest job profit percentages for company compared to several previous new bank construction projects handled by others.
- Transferred to Colorado

**Education**

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University of Missouri

Kansas City, Missouri

- B.A., Business Administration – Accounting & Finance.
- Honors Student – Bloch School of Business.

**Skills**

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- ▶ Excellent and verifiable experience in management, sales, team building, and improvement of customer service indices
- ▶ Proven expertise in sales management and process training
- ▶ Excellent motivational techniques
- ▶ Outstanding closing and up-selling techniques
- ▶ Competent in all business office functions and back end profit strategies and products

**Personal**

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- ▶ Dual Citizen
- ▶ Married, two daughters
- ▶ Several Letters of Recommendation available from previous General Managers, General Sales Managers, Business Managers, and salespersons.