

# JAMES ROBERT WILLIAMS

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## SUMMARY

Accomplished and driven sales executive with a history of developing growth strategies that support company objectives and increase bottom line profitability. Proven strengths include effectively communicating with a diverse variety of customer cultures to develop trust and foster partnerships to close sales and enhance my company's business reputation.

## SKILLS AND QUALIFICATIONS

- Sound ability to solve complex issues
- Create outstanding value for customers
- Building lasting relationships
- Achieve results and influence decisions
- Coach, mentor, and team player
- Organized and resourceful to ensure completion of task
- Possess strong morals and integrity

## EXPERIENCE

**JAN-PRO CLEANING SYSTEMS**, Greensboro, NC

**January 2014-July 2018**

*Operations Manager/Field Consultant*

- Manage 175 commercial accounts, annual billing of \$1.8 million
- Supervision of 86 franchise cleaners and staff to ensure clients' satisfaction
- Negotiate contract pricing and work order specials
- Schedule, plan and coordinate all staffing
- Daily quality control inspections of accounts

**BANK OF NORTH CAROLINA**, Greensboro, NC

**January 2013-October 2013**

*VP/Mortgage Consultant*

- Prospected with realtors, builders and financial planners to grow mortgage business in a competitive market
- Managed the loan process from the application phase through underwriting to ensure a smooth and timely closing

**GRAND RENTAL SUPPLY**, Greensboro, NC

**August 2011-December 2012**

*Logistics Manager/Sales Consultant*

- Prospected business organizations within the community to increase construction equipment and party rental sales
- Responsible for assisting event coordinator with delivery, set-up and pick up times of function
- Coordinated teams and equipment to be used for various event destinations
- Implemented internal controls to account for all products; achieved 25% sales growth in last quarter

**BLUE COAST SAVINGS**, Greensboro, NC

**September 2010-August 2011**

*Business Consultant*

- Gathered financial information for analyst to determine areas that could reduce cost for business
- Prospected on manufacturing, construction and service business organizations to introduce cost savings programs
- Presented savings results to the organization and closed the sale
- Grew assigned territory by 66%

**MUTUAL DISTRIBUTING COMPANY**, Greensboro, NC

**December 2002-September 2010**

*Sales Representative*

- Sold fine wines and imported beers to assigned territory
- Grew sales territory from 75 accounts to 172 accounts
- Increased sales volumes 8-15% on an annual basis
- Received 98% customer satisfaction rating on an annual basis

**J.R. WILLIAMS COMPANY**, Greensboro, NC

**September 2001-December 2002**

*Independent Financial Services Representative*

- Originated mortgage loans via realtor network representing Amherst Mortgage
- Hired and trained 3 loan officers
- Grew mortgage volume 10-15% monthly
- Marketed and sold insurance, retirement plans, mutual funds and other savings programs representing MetLife

**FIRST UNION**, Greensboro, NC

**October 1999-September 2001**

*Financial Consultant/Business Banker*

- Marketed the service of the bank to small business with sales of \$1 to \$10 million
- Prospected, profiled and made direct sale calls on non-bank customers with the objective of converting them to customers
- Acquired on monthly average \$100,000 in new deposits and \$850,000 in business loans

**MERRILL LYNCH CREDIT CORPORATION**, Greensboro, NC

**September 1995-October 1999**

*Mortgage Credit Specialist*

- Provided one-on-one counseling and training of the stock brokers in 28 Merrill Lynch offices in NC and SC
- Organized, planned and carried out seminars for stock brokers and qualified their clients to provide recommendations
- Grew the Carolina District from \$24 million in originations in 1994 to \$110 million in 1998

**EQUI-FINANCIAL CORPORATION**, Greensboro, NC

**May 1991-September 1995**

*Account Executive*

- Called on mortgage brokers in NC to explain our products and solicit loan business
- Acted as liaison with home office to ensure all loans were closed in an efficient and timely manner
- Grew the branch from \$10 million in origination in 1991 to \$72 million in 1995

#### **ADDITIONAL EXPERIENCE**

**BRANCH BANK & TRUST**, Greensboro, NC

November 1988-May 1991

*Branch Manager/Assistant Vice President*

**OLD STONE BANK**, High Point, NC

November 1986-November 1988

*Branch Manager/Assistant Vice President*

**SOUTHERN NATIONAL BANK**, Greensboro, NC

October 1984-November 1986

*Branch Manager/Assistant Vice President*

**FIRST CITIZEN BANK**, Raleigh, NC

June 1981-October 1984

*Branch Manager/Assistant Vice President*

#### **EDUCATION**

**Elon College**, Elon, NC

- **B.A. Business Administration & History**

Summa Cum Laude

#### **COMMUNITY LEADERSHIP**

Big Brother/Big Sister volunteer

Greensboro Urban Ministry

Awards: National Business Honor Society