

# Jean MacNairn

## Lead Generation/Appointment Setter/Business Development and Sales

Scarborough, ON  
jmacnairn@rogers.com  
(416) 218-0213

Accomplished in Customer Service and Sales with domestic and international experience in operations, customer service and call centers involving both start-up and growth organizations. Decisive, results oriented leader with proven success in developing customer service programs and long-term leadership for organizations. Track record of delighting customers, directing staff, and spearheading operational improvements to increase service, drive productivity and reduce costs. Excel in demanding, dynamic environments while remaining focused and agile.

## Personal details

---

## Work experience

---

### Owner

JMac Solutions - Toronto, ON

2004 to Present

Provider of customer service and sales solutions for small to medium sized businesses, excelling in business development, telemarketing and customer services.

- Outsourcing to prospective clientele
- Company Solution sales and development

### Regional Operations Manager (Canada)

JMac Solutions - Toronto, ON

2009 to 2010

California based security and building maintenance company for North American chain locations such as Guess, Apple, and Coldwell Banker Real Estate.

- Oversaw and managed service work for multinational corporations
- Ensuring work completion timely and with high standards
- Maintaining excellent report with clientele

### Trade Liaison/Facilitator

Byrne Partners Inc - Toronto, ON

2006 to 2009

Toronto based facility maintenance management company with national coverage of chain locations such as 7 eleven and Block Buster Video.

- Oversaw and managed service work for multinational corporations
- Ensuring work completion timely and with high standards

- Maintaining excellent report with clientele
- Outsourcing of prospective clientele
- 

### **Call Centre Operations Manager**

Prime Seal - Toronto, ON

2004 to 2006

Manufacturing/Sales/Installation of high efficiency windows and doors, servicing the G.T.A. area.

- Managed sales teams of up to 15 including supervisors
- Developed company revenue growth
- Duties included scheduling, staffing, payroll, sales and lead generation, and training
- 

### **Call Centre Operations Manager**

Welda Windows and Doors - Toronto, ON

1999 to 2004

Manufacturing/Sales/Installation of high efficiency windows and doors, servicing the G.T.A. area.

- Managed sales teams of up to 25 including supervisors
- Developed company revenue growth
- Duties included scheduling, staffing, payroll, sales and lead generation, and training
- 

### **Business Development Manager**

Blockade Systems - Toronto, ON

2000 to 2002

IT security software company specializing in identity and password management. Clientele included Bank of America, Bank of Canada, and N.A.S.A.

- Managed North American outside sales team
- Managed inside sales representatives
- Sourcing new clients
- 

## **Education**

---

### **Bachelor's Degree in Computer Studies**

Seneca College

1981 to 1982

### **B.A. in English and communications**

Université de Moncton

1969 to 1971

## **Skills**

CORE COMPETENCIES

- Operational Strategy and Leadership
- Team Building and Motivation
- Customer Relationship Management
- Innovation and Process Improvement
- Operations Expansion and Integration
- Office Management

#### TECHNICAL SKILLS

- MS Office
- Sales Force
- Maximizer
- Windows 10
- ACT
- Dealer Track
- Email and internet skills