

# JON T. WILLIAMS

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## VP / DIRECTOR OF OPERATIONS / SALES / REGIONAL VP / DIRECTOR

**P&L / Growth Strategies / Turnarounds / Account Management / Revenue Generation  
Sales Forecasting / Business, Sales & Territory Development / Pricing / Negotiations  
Customer Service & Relations / Strategic Planning / Market Research & Analysis  
Project Management / Expense Control**

Award-winning operations and B2B sales leader, experienced in turning around underperforming regions, developing territories, managing major accounts and building high-performing sales teams, dramatically increasing revenue, ROE and market share. Directed and led growth strategies and development processes that supported operational and sales penetration goals for products and services, improving customer and employee satisfaction while growing portfolios to record-breaking heights. Created aggressive business and sales plans, oversaw transitions to new business models, consolidated markets, established training and implemented upgrades to call centers, driving regions to top positions companywide in areas where others had failed.

Possess leadership style characterized by drive for results and creativity, with high level of positive energy. Not afraid to take a stand or present a different view to enhance operational results. Noted for observing situations or operations then putting suggestions and solutions in place to improve future growth. Motivate others to highest performance levels, taking time to train employees and get them involved to learn and grow. Utilize hands-on approach, gaining the respect of employees and peers.

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### PROFESSIONAL CAREER HISTORY & SELECTED NOTABLE ACHIEVEMENTS

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Toyota Financial Services, \$1.5B automotive and financial branch of Toyota Motors

**Regional VP**, 2007 to Present. Held full P&L responsibility for \$1.1B in receivables, two direct reports and up to 26 employees. Oversaw commercial lending for \$225M+ in annual loans, including funding, disbursement, lending, regulations, audits and quality. Served as decision maker on annual credit worthiness of 34 clients with lines of credits from \$1M to \$75M each.

- Oversaw transition to new business center model, **improving ROE from 3.2% to 7.8% in two years and growing profit \$4M and commercial lending \$12M in one year, ranking #1 in market share and Customer Satisfaction.**
- Launched new processes, **increasing electronic funding usage 38% and submissions 160% YOY, which drove highest volume of 64 offices nationwide.**

**Branch/Regional Manager**, 2006. Accountable for \$1.6B P&L and 26 employees in three locations. Spearheaded closing of two branches and consolidation of new office. **Earlier positions included:**

- Consolidated California markets while **improving YOY volume \$82M, market share 19.4 points and Customer Satisfaction 6 points, winning Chairman's Award for overall operational excellence.**

**Regional Asset Manager**, 2004 to 2005. Key player in enabling senior managers to make seven- and eight-figure loan decisions and minimizing risk for billions of dollars in receivables. Directed asset department for South Central Region covering six states and 12 branch offices. Prepared and presented 34 credit reviews to senior FMCC executives, facilitating "go/no-go" decisions on \$50M to \$160M accounts. Processed approvals and closing paperwork for \$114M in mortgage loans.

- Researched, developed and implemented new action plan for acquisition, **improving pricing from -3.4% to 5.0% return and phasing out high-risk customers.**
- Created and implemented liquidation policies/procedures and manual, **reducing Region's losses \$27.2M.**

Ford Motor Credit Company, \$1B automotive and financial branch of Ford Motor Company

**Learning & Development Manager**, 2002 to 2003. Supported major IT initiative, achieving best-in-class results by involving local managers in training process and holding participants and managers accountable for results. Led training of 1,000+ employees in preparation for launch of nationwide data system. Partnered with vendor to create curriculum, delivering program on compressed schedule.

- Established DFW Parenting Network Chapter, **raising over \$2,300 in year one and building favorable community relations** for Ford Motor Credit Company.
- Turned around underperforming customer service center, creating training and career paths that **improved turnover from 34% to 18% and led to becoming #1 manager in US.**
- Created and implemented training and served as key team member launching new data base seamless to 1.1 million customers, **earning nominations as #1 companywide for best trained and prepared customer service center.**
- **Grew loan originations to record highs (\$291M), profits \$1.2M, ROE 20.3%, market share 8.38 points, customer satisfaction 4 points and added seven clients for \$25.6M additional receivables in midst of restructure.**

**Branch Operations Manager**, multiple locations, 1998 to 2001.

- Turned around struggling New Mexico location, **improving profits 31% YOY, ROE 4.1 points, market share 7.2 points, customer satisfaction 21 points and growing portfolio \$19.2M, winning Best Transformation award companywide.**
- Turned around California branch, **improving ROE 5.2 points to #1 in Region, customer satisfaction at 9.1%, employee satisfaction 11% and winning Distinguished Achievement Award, Client Partnership Award, Customer Satisfaction Award and Manager of the Year.**

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#### **Education & Training:**

- **BBA**, Accounting, Florida State University.
- Extensive training in leadership, management and finance.
- Taught four-day leadership philosophy and training to new managers.
- Six Sigma – Green Belt Certified

#### **Recent Seminars:**

- Zig Ziegler on Selling
- Tom Peters on current views
- Dr. Alessandra on The Platinum Rule

#### **Articles Published:**

- Principles of Effective Leadership
- Controlling Losses During Liquidation
- Mentoring Employees for Future Growth

#### **Speeches Given:**

- Power Presentations: Delivering More Effective Presentations
- Leadership 1 & 2 Principles: How to be a Strong and Effective Leader
- Understanding the 5 Senses and How to Apply them to Your Leadership Style
- Importance of Family Roles to DFW Parenting Network Chapter

#### **Community Involvement:**

- Established DFW Chapter of Parenting Network
- Board Member – The Hansen School
- Board Member - American Quality Association