

JAY HILL
5404 Chatfield Square
Greensboro, North Carolina 27410
336-339-5326
hhill58@triad.rr.com

Summary

Self-motivated manager with extensive experience in **marketing, sales, and business operations**. Proven ability to handle pressured situations and deliver high quality outcomes. Strong customer relations, business planning, advertising, and budgeting skills. Able to work with multi-faceted people to achieve mutual accomplishments and successes. Known for keen time management skill and organizational talent.

Employment History

MOHAWK INDUSTRIES, INC., Greensboro, NC

Territory Manager

2007 - 2009

- Managed a sales territory of over 90 dealers in the residential and commercial flooring industry.
- Scheduled daily meetings with multi-leveled personnel within the industry to oversee customer service, sales, and claims.
- Introduced new and innovative products through personally produced marketing presentations.
- Reopened relationships at several dormant accounts through customer service, business re-acclimation, and new product introductions.
- Increased overall retail footprint with the addition of multiple dealer displays throughout the territory.
- Raised the retail sales level approximately 15% in a down economy.

SUBWAY, Guilford County, NC

Owner and Operator (3 Locations)

1994 - 2007

- Organized the entire start-up, construction, and/or purchase of three quick service restaurant locations.
- Handled all business and corporate operations such as bookkeeping, payroll, human resources, and financial reporting.
- Directed all aspects of company marketing plan through print & radio advertising, in-store promotions, and focused customer service.

- Maintained the hiring, training, and administration for an award-winning staff of 30+ employees.
- Developed an innovative employee training procedure that consisted of improved customer service, increased cost savings, and advanced industry education.
- Elected 1998 NC Subway Operator of the year for maintaining the highest operation standards in the state.
- Won the Subway Model Store of the year award for 8 consecutive years.
- Increased the marketing of the entire Subway brand through several joint community campaigns and organizations, such as the YMCA and American Heart Walk.

SUBWAY, Greensboro, NC

Assistant Manager

1987 - 1994

- Managed all aspects of a quick service restaurant including customer service, paperwork, food ordering, employee training, and scheduling.

Additional Professional Work Experience

SUBWAY FRANCHISEE ADVERTISING TRUST, Piedmont Triad, NC

Board Member

1994 - 2005

- Elected by fellow franchisees to represent them in the development and implementation of the franchise marketing plan and budget.
- Key decision maker in regards to the disbursement of marketing funds and the media allocation
- Teamed with the marketing agency to form a franchise Steering Committee to increase statewide standards in sales, marketing, restaurant development, and communications.

Education

BACHELOR OF ARTS

University of North Carolina at Chapel Hill

1992