

Terrence Plain

Market Development Manager - Long Term Coach And Mentor

Eastpointe, MI 48021

fitnessguy266@gmail.com

+1 586 944 3145

Multi faceted leader with 13+ years of progressive leadership experience specializing in the industries of Retail, Restaurant, and Recruiting.

Work Experience

Founder

Vertical Development Made "Plain" - Eastpointe, MI
February 2023 to Present

Vertical Development Made "Plain" is a Talent Acquisition Agency specializing in the industries of Light Industrial, Clerical/Office, Healthcare, and Hospitality/Events. We offer full EOR (Employer Of Record) services.

- We handle compliant onboarding, payroll, benefits, and workers' compensation insurance, in an affordable, pay-as-you-go solution, to allow you to grow effortlessly in any state within the U.S.
- We also offer payroll funding, which covers payroll and burdens for your candidates. This way you can focus back on growing your business instead of worrying about working capital requirements.
- Vertical Development Made "Plain" has a consistent and strong emphasis on helping small to medium sized businesses improve Time-To-Hire, Number of Qualified Candidates, Offer Acceptance Rate, Employee Retention, and is flexible in negotiating billable hours to Cost-Per-Hire needs.

Market Development Manager

GMET Communications - Detroit, MI
March 2022 to February 2023

- Key responsibilities and accountability included:
- Led operational and strategic efforts to support rapid growth from 8 to 17 doors through acquisition and organic expansion in Michigan, Ohio, Wisconsin, and Indiana.
- Collaborated with cross-functional teams to develop and execute company priorities, leveraging internal data and reporting to assess market performance and drive productivity in key performance indicators.
- Fostered a culture of continuous learning and development by mentoring and developing field and store/field leadership and working with the training department to provide employees with the knowledge, core competencies, and salesmanship they need to be successful.
- Coordinated and implemented marketing strategies to drive growth and maximize employee retention by motivating and inspiring employees at all levels.

Director of Recruitment

Sentech Services Inc. - Bloomfield Hills, MI
October 2020 to March 2022

- Led a team of national recruiters to achieve daily/weekly/monthly fill rates at 8+ locations with UPS Mail Innovations nationwide, optimizing attraction of roles via job boards and community events, with a proven track record of reducing apply-to-hire timelines.
- Ensured business continuity and optimal staffing levels by reviewing daily staffing reporting for any potential challenges to staffing demands and collaborating closely with the recruiting team to adjust and overcome daily challenges.
- Developed and implemented key performance indicators that drove positive behaviors and sustainable high performance, contributing to the company's overall success in talent acquisition.
- Acted as a communication liaison for on-site managers within UPS locations and corporate office to ensure effective alignment with recruitment objectives and business needs.

Recruiting Lead

SpotOn Transact LLC. - Southfield, MI

August 2019 to September 2020

- Engage, consult and sign commission based field Sales Partners to sell the Spot On brands and services.
- Make a high volume of outbound calls to interested candidates who have inquired about the position
- Work with candidates throughout the entire recruitment process
- Manage Spot On pipeline via Spot On's applicant tracking system
- Ability to achieve daily / weekly / monthly expectations, while coaching and developing a team of 6 recruiters to accomplish the same.
- Assisting Director of Recruiting (based in San Francisco, California) in complete cycle of onboarding process of candidates moved to new hire status.

District Manager

Spring Mobile/AT&T Authorized Retailer

March 2015 to May 2019

- As a multi-unit leader, some of my key responsibilities include:
- Building and developing successful teams to drive business results through a focus on key performance indicators, sound profit and loss analysis, and clear commitments to diversity, inclusion, and integrity.
- Staying ahead of business trends by accurately forecasting sales results, determining successful/failing action plans created by store leadership, and providing hands-on partnership to ensure success.
- Delivering excellent customer service by identifying customer needs, making recommendations, overcoming objections, and closing sales – all while maintaining high levels of professionalism and enthusiasm.
- Leading by example through personal sales standards and managerial directives as defined by the Regional Director.
- Demonstrating flexibility, cooperation, and an ability to deliver great team results under tight deadlines.
- Building positive relationships with a diverse group of stakeholders, attending weekly district meetings, conducting daily briefs, one-on-ones, and monthly employee evaluations.
- Providing retail coverage and support throughout the district, ensuring that every customer receives prompt, friendly, and ethical service.

Wireless Sales Manager

Sprint

January 2013 to January 2015

Duties include establishing individual objectives and goals, and a plan of action about how to achieve weekly, monthly, and yearly sales targets, responsible for hiring sales team conducting performance

management and evaluation, delivering regular reports to upper management on the progress of the sales team, facilitating the training program for all sales representatives, being proficient in "root cause analysis" to effectively build a sustainable action plan for store success, and the continuous development of desirable behaviors from sales team.

Store Manager

Starbucks Coffee Company

August 2011 to December 2012

Duties included maintaining calm demeanor during periods of high volume or unusual events and manages smooth transitions thereafter to keep store operating to standard and to set a positive example for the store team, displaying a "customer first" attitude by training and holding staff accountable for delivering legendary customer service, driving the implementation of company programs by motivating and instruction team to meet operational and organizational objectives, and developing strategic and operational plans for store team, managing execution and measuring results through profit & loss reports.

Assistant Store Manager

Concessions International

October 2010 to July 2011

Duties include providing a strong management presence in the restaurant, providing leadership and coaching to employees, managing profit and loss, shrink control, freight and product invoice processing, tracking and maintaining all prep and bake records, holding all employees accountable for safety and company regulations, and providing friendly and expedited service to all of our customers.

Retail Associate Manager

AT&T Mobility

June 2007 to September 2010

Duties included maintaining upkeep of store location, making sure store is opened and closed in a procedural manner, adhering to store inventory procedures and planograms, extensive training of associates to ensure maximum productivity, assisting with profit and loss management, freight and product invoice processing, matching customers with correct products and/or solutions, educating customers through product demonstrations, multi-tasking in a fast paced environment, staying motivated to meet and exceed sales quotas, staying up to date on the latest entertainment technology and devices, and overall delivering the best service possible to new and existing business/personal customers.

Retail Sales Associate

T-Mobile USA

April 2006 to May 2007

Duties include delivering outstanding customer service by providing the best mobile service and benefits as possible. Personal calls to touch base on satisfaction of service, and meeting wireless quotas. Responsible for prospecting for business partnerships to increase sales and store traffic, maintaining excellent customer service on secret shops, and never losing the drive of staying successful.

Retail Sales Associate

Radioshack Corporation

February 2005 to February 2006

Duties included providing customers with knowledge of products and benefits to meet their needs. Major wireless retailer specializing Sprint/Nextel, Cingular, and Virgin Mobile. Responsible for keeping track of

store inventory, cash handling, daily deposits, ESS orders of depleted or diminishing store stock, store cleanliness, and meeting wireless sales quotas.

Crew Person

Popeye's Chicken - Detroit, MI
June 2002 to June 2003

Assisted with upfront customers sales and ordering, back of house preparation of meals, merchandising assistance

Student Co-op Program

Downtown Detroit
June 2001 to August 2001

Assisted office personnel with administrative duties such as organization of office paperwork, telephone answering, preparation of electronic documents, and auditing of office work

Education

Certified Risk Manager in Risk Management

Certified Organisations Of Risk Managers - 84 QUENIBOROUGH ROAD, LEICESTER, United Kingdom.
February 2022 to April 2023

Diploma in Business Management in Business Management

OHSU
September 2022 to March 2023

High school diploma

Southeastern High School - Detroit, MI
1999 to 2003

Skills

- RETAIL (8 years)
- RETAIL MARKETING (8 years)
- LEADERSHIP DEVELOPMENT (Less than 1 year)
- REMOTE MANAGEMENT (Less than 1 year)
- B2B
- Coachable
- Hardworking
- Leadership Experience
- Management Experience
- Retail Sales
- Sales Experience
- Telecommunication
- P&L Management
- ATS

- Profit & Loss
- Root Cause Analysis
- Retail Management
- Sales Management
- Performance Management
- Merchandising
- Change Management
- Planograms
- Product Demos
- HR Sourcing
- CRM Software
- Recruiting
- Talent acquisition
- Leadership
- ATS
- Human resources
- Mentoring
- Sales management
- Forecasting
- Customer service
- CRM software
- Profit & loss
- Marketing
- Sales
- Cold calling
- Auditing
- Root cause analysis
- Payroll
- Risk management
- Store management
- Telecommunication
- Cash handling
- Product demos
- Restaurant experience
- Retail sales
- Cash register
- Planograms
- HR sourcing
- Sourcing
- Financial auditing

- Databases
- Schedule management
- Operations management
- Training & development
- Supervising experience
- Project management
- Calendar management
- HRIS
- ADP
- Employment & labor law
- Hospitality
- Google Suite
- Google Docs
- Microsoft Excel
- Microsoft Word
- Microsoft Office
- Communication skills
- Microsoft Outlook
- Data entry
- Assistant manager experience
- Management

Certifications and Licenses

Professional In Human Resources

Assessments

Recruiting — Proficient

February 2023

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills

Retail Operation Management, Leadership Development, Remote Management, Profit & Loss Analysis