Michael A. Derrett

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**Summary of Qualifications**

Extensive knowledge of all aspects of Business Operations coupled with creative, money saving ideas for process improvement through the use of Six Sigma, Lean Principles and CRM. Proven ability to develop and improve all business processes. Strong analytical and planning skills, detail oriented, combined with the ability to coordinate the efforts of many to meet tactical and strategic organizational goals.

A high energy, successful results oriented professional that is motivated by challenge with a strong desire to succeed with a well-rounded professional background.

Proven ability to lead and drive successful wide scope global initiatives.

**Professional Experience**

 A solid background that is strong and diverse with 20+ years of experience in the areas of Sales, Sales Operations, CRM Database (Salesforce and Microsoft Dynamics), Program Management, Six Sigma and Lean Methodologies. Ability to work on the Business side, identifying pain points and translating the functional requirements to technical requirements. The enhancements may be in the form of, i.e. work flow, process builder, custom object, page layout changes, 3rd party integrations, etc.

**Employment History**

 ***Flowserve Corporation – 2018 – Present; Houston, Texas***

 ***CRM (Salesforce) Administrator and Sales Improvement Processes***

* + - Design and Rollout Salesforce to the Commercial Operations and Global Sales Organization
		- Provide daily sustaining support and training for the Salesforce User Base
		- Implement the CPQ sales support tool to be attached to Salesforce.
		- Lead the design of a Case Management system thru Salesforce.
		- Develop Sales tools to document processes and improve consistency
		- Implement a Lead Generation program that provides qualified sales leads which an increase of sales revenue

***University of California – 2017 - 2017; Riverside, California***

**Process Excellence and CRM (Salesforce) Administrator**

* Implement CRM (Salesforce) into the UC system wide Shared Services Program.
* Provide the leadership and direction for the Salesforce CRM.
* Provided the leadership and participated in the design and development, development testing, and implementation rollout.
* Conducted Training for the multi-site Power Users and End Users.
* Established the Project Review Board to review and resolve Service Now tickets and implement product updates.

***Pentair Valves and Controls – 2011 to 2016; Houston, Texas***

**CRM (Microsoft Dynamics and Salesforce) and Global Projects Program Manager**

Lead and provide direction for the CRM Projects Program. Drive the overall successful execution of each project from Conceptual Design stage thru Detailed Design. Provide senior level analytics to the Sales and Marketing Leadership Team.

* Participate in the “Change Review Board” process, reviewing and identifying the changes that are to be implemented.
* Consult with Marketing and during the Development cycle to create a strategy for a project.
* Conduct regular global project team meetings to maintain control and drive the forward progress of the project.
* Provide Senior Leadership support of the CRM database for training, dashboards, queries and metrics.
* Communicate across disciplines (Sales, Finance, Marketing, IT) to ensure accuracy of performance data.
* Track the progress of rollout implementations thru the various stages.
* Directed the rollout implementation and conducted end user training for CRM platform in North Asia, Southeast Asia, the Pacific and North America.
* Routinely interface with Marketing and Sales to drive Marketing campaigns directed to customer and product platforms.

**Sales Excellence Operations Manager**

Execute strategic sales initiatives. Develop and implement the Global Sales performance management system. Improve sales processes through the use of Six Sigma Methodology and Principles.

* Drive continuous improvement across sales processes and key performance indicators.
* Drive execution of marketing strategies in sales teams by establishing metrics for initiatives and standard reporting.
* Establish project management procedure and project status reporting on a monthly, quarterly and annual basis.
* Drive optimization of CRM across the sales team to include the CRM playbook, standard reports, assist with CRM administrators and sales training, lead management, act as a CRM champion in the Americas.
* Assist in building sales forecasts, monthly analysis of historical data and sales pipeline to generate forecast revisions.
* Develop reports and analysis to support business needs.
* Provide proactive support in issues identification across programs, process and metrics; perform root cause analysis, highlight improvement opportunities and recommend corrective actions.
* Lead sales force effectiveness projects that are assigned.

***American Corporate Services –* 2007 to 2010 – Business and Sales Operations Manager; Georgetown, Texas**

Develop the overall operating business structure and sales program that has enabled the company to increase profitability with minimal increase in expenditures.

* Implemented corporate sales plans, goals/objectives and key performance indicators (KPI) status to track progress.
* Established strategy for the accomplishment of sales goals that increased company revenue by 53%.
* Created a Constant Process Improvement “Customer Fanatics” process through the use of Lean Sigma Methodologies for timely and successful root cause resolution of customer satisfaction issues.
* Introduced a Sales Training/Mentorship program reducing training time by 50% for new hires.
* Direct the tactical and strategic direction of the operation and goal achievement through the implementation and use of business model metrics.
* Responsible for materials planning, procurement, returned material processing and managing key suppliers for cost reductions and on-time delivery.

### Education:

United States Military – Bachelors Electronics Technology

**Six Sigma/Lean Black Belt Certified**