

GARY J. TROYER

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STRATEGIC HUMAN RESOURCES EXECUTIVE TALENT ACQUISITION ♦ TRAINING

Coaching ♦ Counseling ♦ Training Program Development ♦ HRIS & CRM Software
Strategic Planning ♦ Business Planning ♦ Sales Development ♦ Meeting Facilitation
Change Management ♦ Recruiting ♦ Sales Leadership ♦ Scientific Personality Assessments

Gary is a seasoned Business Executive with more than 25 years of broad-based experience in all aspects of human resources, training and specialized recruiting services and sales in progressively challenging environments. Gary understands the value and has extensive experience with ERP, HRIS and CRM applications. He is a talented public speaker, motivator and leader of audiences, teams and companies. He possesses extensive experience in Strategic and Tactical Human Resources Planning and Implementation, Employee and Human Relations, and Effective Team development. Proven ability to drive profitable growth.

PROFESSIONAL EXPERIENCE:

Costelloe & Associates, Inc.

New Orleans, Louisiana

Human Resources & Business Consultant

2003 to present

Work with small to medium-size businesses simultaneously, directing or assisting Human Resources, Business Management and Business Organizational Development functions. Provide counseling and direction in multiple areas, including talent management, recruiting, hiring and training, as well as overall business planning. Develop comprehensive understanding of each company's business focus and staff capabilities. Manage talent acquisition for clients to the level required, including recruiting, pre-qualification, personality profiling/evaluation, and coordinating with Industrial Psychologist to identify and recommend new hires. Recent Assignments include:

Nolan Power Group, Inc. (70 employees; \$30 million revenue) – sells and services large industrial batteries and uninterruptable power sources to petro chemical, industrial, utilities/energy, data center and telecommunications companies.

- ♦ Directly recruit, hire, train and manage all staff and sales people in 3 States – since 2003 company sales grew from \$10 million to \$30 million.
- ♦ Implemented Selltis CRM system; trained on effective use of software; developed Sales and Marketing Processes; increased Market Area target size from 600 to over 3000 Companies.
- ♦ Directly responsible for opening Sales Territory increases from Louisiana to include Texas and Florida.
- ♦ Standardized recruiting and hiring processes; grew number of employees from 15 – 63.

Thompson Equipment Company, Inc. (25 employees) – sells and services technical instrumentation and magnetic flow meters.

- ♦ Directly recruit, hire, train and manage sales staff; implemented Selltis CRM software package, training sales staff on features and benefits; manage “War Room” Sales Meetings.
- ♦ Design and Implement Nurture Marketing Processes; recruit New Sales Personnel to expand territory coverage.

Huber, Inc. (30 employees, 2 locations, \$7 million revenue) – sells and services engineered hydraulic fluid power systems, hydraulic and pneumatic component parts, and component system assemblies to Northrop Grumman/US Navy, Louisiana Department of Transportation and many other manufacturing, engineering, shipyards, petro chemical facilities and industrial and commercial supply companies.

- ♦ Recruited and filled key company management positions, including Senior Engineering Manager, Senior Project Manager and Manufacturing Manager.
 - ♦ Wrote Strategic and Tactical Sales Plan; trained General Sales Manager and inside and outside sales staff.
 - ♦ Implement and facilitate Personnel Team Building programs; coach and counsel staff in delicate Employee Relations situations.
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- ◇ Implement Microsoft Business Contact Manager, CRM package; built and categorized database, increasing target companies from 326 to over 2500 potential target companies.
- ◇ Design and implement Nurture Marketing Campaign and Processes.

LeeVac Industries, LLC (250 employees, 2 locations) – sells design, engineering, manufacturing, repair and maintenance services of large marine vessels to offshore oil, gas and maritime industries.

- ◇ Designed and implemented regional recruiting effort for industry journeymen welders and pipefitters; electricians, supervisors, managers, engineers and project managers.
- ◇ Researched and developed database of shipyards in the US to build a national database for job openings; built a national large database of Welders, Fitters and Project Managers.

SELLTIS, INC. (CRM Software)

Mandeville, Louisiana

(Industry leader and provider of software products automating the entire lifecycle for industrial and technical sales and service teams)

Vice President, Training

2001 to 2003

Spearheaded outside and inside sales staff efforts and supported sales staff with prospecting, presentations; assisted closing deals. Provided clients with training to optimize their use of sales automation software and improved the effective sales behaviors with sales training.

- ◇ Directly involved with training more than 500 sales people at 42 companies.
- ◇ Established and facilitated Train the Trainer courses.
- ◇ Raised the average revenue per training sale from \$1500.00 to over \$4,500.00 per installation.
- ◇ Maintained a 98% client retention rate.
- ◇ Increased each sale by 24%; training inside and outside sales people to close sales.

QUICKVIEW, INC.

Sacramento, California

(Developer of proprietary technology and a suite of Internet-based software tools to automate the recruiting processes and power the career pages for large companies)

Vice President, Sales & Co-Founder

1999 to 2001

Drafted and finalized company's business plan, resulting in acquiring \$2 million venture capital funding for this context-driven software package linking 30 second videos to résumés. Recruited and hired all staff and all directors. Prepared and monitored related budgets.

- ◇ Acquired additional \$1.2 million dollar investment in value-added software development.
- ◇ Designed and developed Company's products and services.
- ◇ Forged strategic alliances with the National Association of Personnel Services; became a preferred vendor for the California Manufacturers and Technology Association.
- ◇ Secured Amdahl Fujitsu and Intel as beta clients.

METAMOR WORLDWIDE (Formerly COMSYS)

Sacramento, California

(\$850 million dollar international Information Technology Staffing Services provider and supplier of enterprise-wide hardware and software products, services and solutions)

Vice President, Sales & Operations

1997 to 1999

Recruited to turnaround and re-engineer the sales organization and overall operation. Tasked with revamping outdated and passive sales and marketing procedures to expand existing customer revenue and acquire new customers. Managed and monitored the P&L.

- ◇ Increased total headcount from 50 to more than 100; implemented productivity controls.
- ◇ Increased gross revenues from \$7.5 million to more than \$15.5 million with 12% profitability.
- ◇ Directly involved in all aspects of every sale; supervised 5 recruiters and 4 outside sales people.

MOTION CONTROL ENGINEERING, INC. (MCE)

Sacramento, California

(Producer and distributor of aftermarket open architect elevator controls)

Director of Human Resources/Western Region Sales Manager

1994 to 1997

Hired by owner to be the Corporate Leader of Change in position of Director of Human Resources Assessed, created, established and implemented a customized action plan for each Territory Sales Manager,

Director of Human Resources/Western Region Sales Manager (continued)

sales support staff and sales engineers to change and enhance behaviors and activities, resulting in consistent revenue production and profitability. Developed company's first Personnel Policy Manual.

- ◇ Increased sales by 65+% as MCE grew from \$20 million dollars in revenue and 230 employees to more \$41 million dollars and 400 employees in two and a half years.
- ◇ Successfully developed best practices in Human Resources, including recruiting and hiring, new hire orientation programs, exit interviews, continuing technical education programs, structured compensation program, performance appraisal systems, and employee relations.

DALE CARNEGIE TRAINING & CONSULTING

Sacramento, California

Market Area Manager

1992 to 1994

Trained over 500 professionals; sold, designed and delivered several customized business-training sessions from 90-minute talks to all day workshops with large and small groups on a number of different mission critical business topics.

- ◇ Certified as a Trainer of Dale Carnegie Human Relations and Sales Courses; participated and assisted Trainer of Dale Carnegie Management Training and Strategic Presentations Programs.

Prior experience includes positions in Management Consulting, Communications Training and Implementation, Organizational Development and Sales, each with greater responsibility.

EDUCATION:**LOUISIANA STATE UNIVERSITY & UNIVERSITY OF NEW ORLEANS**

New Orleans, Louisiana

Successfully completed 159 hours in Business Administration

CERTIFICATIONS & SEMINARS:***Certified Trainer of Resolution Corporation******Dale Carnegie: Human Relations, Sales, Management, Presentation Programs***

- ◇ Participated in over 100 Business Seminars.
- ◇ Delivered over 300 different individual Sales & Management Seminars/Workshops.
- ◇ How to recruit, hire, train and manage.
- ◇ How to Market Yourself Face-to-Face and Work a Crowd.

HIGHLIGHTS:**SACRAMENTO ENTREPRENEURSHIP ACADEMY (SEA) (7 years) www.sealink.org**

For more 23 years SEA provided a 9 month program providing real world education for college students with entrepreneurial aspirations, designed to prepare them for business ownership, alerting them to common pitfalls, and helping them gain confidence in business settings by developing a new real life business plan from idea to funding and into implementation.

Member Board of Directors regular Speaker and Trainer

- ◇ Recruited, screened, interviewed and selected Junior and Senior College Students
- ◇ Delivered multiple educational hands on workshops for Sales, Marketing & Networking
- ◇ Board Member Leader for one of the seven teams each year

COMPUTER SKILLS:

Proficient in Microsoft Office, HRIS and CRM Software