

# PAUL HENDERSON

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## SUMMARY OF QUALIFICATIONS

- Over 20 years' experience in the IT 3<sup>rd</sup> party computer maintenance industry.
- Accomplished in Sales, Purchasing, Marketing and Project Management.
- Highly skilled in training, team building, conflict resolution, and organizing goals.
- Experienced in network administration, hardware products, software and telecommunications.
- Proficient in Strategic Account Development and Purchasing/Vendor Management.

## EXPERIENCE

### **Johnson Controls Tyco Integrated Security**

*Commercial Account Executive*

2015 – Present

Responsible for new Business Development, Resale, PnL and Project Management of large Oregon territory.

- Achieved quota in first year.
- Grew business each year by 10%, exceeding quota goal, 2017 and 2018
- Closing ratio of 75%.
- Prospected new business.
- Designed solutions for warehouse, manufacturing plants, distribution centers, banks, schools and other government agencies
- Coordinated with customers, vendors, installers subcontractors, fire marshals and permitting departments. Providing Project Management for large complex solutions.

### **Northwest Print – Beaverton, OR**

2014 – 2015

*New Business/Marketing*

Launched computer parts supply division, offering logistics, depot repair, exchange and parts sales. Duties include project management, procurement, documentation, delivery, and assuring customer satisfaction. Marketing duties include managing print advertisements, creating PowerPoint presentations, and utilizing email blast and social media.

- Created new business through cold-calling and focused marketing.
- Established vendor relationships resulting in new product lines and services.
- Set-up customers for electronic trade.
- Introduced b2b trading.

### **Champsystems, Inc. – West Linn, OR**

2002 – 2014

*Vice-President, Parts Division*

Responsible for the efficient operation of parts division for world-wide computer parts supplier, including logistics, depot repair, exchange, and stocking.

Sales duties include project management, procurement, documentation, delivery, and assuring customer satisfaction. Built and maintained customer base through cold-calling, focused marketing, and developing relationships world-wide with vendors in repair facilities, crucial technical personnel, and shipping/stocking locations. General marketing duties include drafting website content, managing print advertisements, and creating PowerPoint presentations.

Supervisory and administrative duties include hiring, training, and mentoring sales associates, serving as division contact for company budget, revenue and personnel departments, and managing database for shipping/receiving, purchase orders, part numbers, and invoices.

- Started new division whereby computer parts were supplied world-wide to key stocking locations on a priority basis, thereby increasing business by \$2M (20%) in first year.
- Top sales producer exceeding yearly targets on average of 50%.
- Key account contact for Fortune 500 companies and OEM's.
- Serves as Policy and Procedure Manager, and POC for Hewlett Packard's and IBM's Quality Assurance Team.

**Northern Computer Products** – Eden Prairie, MN & Canby, OR 1994 – 2002  
*Co-Founder/President*

Co-founded third-party computer logistics supply company and managed all aspects of growing business. Sales duties included creating and growing customer base, reviewing operational records and reports to project sales and determine profitability, and directing sales staff training. Supervisory duties included hiring, training, and reviewing of staff. In addition, managed documentation for shareholders, bank and internal personnel and served as Network Administrator.

- Grew revenue to \$6M annually within 8 years of startup, and sold company to Champsystems, Inc. in 2002.

**System Design Advantage** – Eden Prairie, MN 1993 – 1994  
*Sales/Purchasing*

Responsible for sales and purchasing for startup third-party computer logistics supply company. In addition to sales to both existing and potential customers, trained all incoming sales team members, managed all incoming orders from set-up to delivery, and served as Network Administrator.

- Setup and automated warehouse/office procedures, increasing efficiency of supply.
- Grew sales from start-up to \$5M annually.

**Dataserv (Bell South company)** – Eden Prairie, MN 1992 – 1993  
*Buyer/Project manager*

As Buyer, was responsible for evaluating projected demand and ordering sufficient products to maintain an adequate supply. As Project Manager, was responsible for tracking orders from initial set-up through delivery confirmation, including setting up world-wide shipping.

- Successfully completed coursework in Procurement.
- Processed and administrated 400+ orders per month.
- Selected as ISO 9000 department representative.
- Awarded Employee of the Month, June 1992.
- Point of contact for annual customer event.

**Eagle Computers** – Sellwood, OR 1990 – 1992  
*Sales/Marketing*

Responsible for new sales, marketing material, and trade shows coordinator.

- Earned Top Producer status within 2 months.
- Established and attended booth for industry trade shows.
- Created popular customer event (BBQ) resulting in 90% attendance.

**US Navy** –USS Enterprise 1986 – 1990  
*Air Department Yeoman*

- Petty Officer 3rd class.
- Successfully completed courses and training in firefighting, flight deck operations, computer maintenance, GSA procurement and medical emergency.

- Awarded Navy Achievement Medal for excellence in running department logistics.
- 1 WestPac, 1 World Cruise, Operation Praying Mantis, Gulf of Oman Apr 1988.
- Training Petty Officer.

## **LEADERSHIP**

**Remembering America's Heroes**, Board Chair 2008 – Present

- Responsible for promoting events, recruiting, and preparing press releases.
- Leading board of direct minutes.

**Riverdale High School**, Basketball coach and Current Head Coach 1997 – Present

- Received training in Coaching, CPR, and Concussion through NFHS.
- Awarded Coach of the Year 2011-2012 and 2012-2013 seasons.