**Michael Pittsfield**

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**PROFESSIONAL SUMMARY**

Highly accomplished and result-oriented executive with substantial experience in directing all aspects of RCM, driving company sales, and earning customer satisfaction at high-growth organizations. Proven track record of maximizing sales opportunities, overseeing billing procedures, and delivering coaching leadership towards work excellence. Adept at maintaining a broad knowledge of products, competitors, and general markets to ensure business superiority and satisfy sales goals. Capable of conducting one-on-one consultations with clients to develop fitness plans. Demonstrated success in working well under pressure, quickly learning job functions, and effectively handling various tasks while remaining detail-oriented. Possess strong expertise in prioritizing tasks, adapting to the challenging environment, and meeting stringent deadlines.

**CORE SKILLS AND COMPETENCIES**

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| --- | --- | --- |
| Sales Operation Management | Team Leadership & Guidance | Relationship Building |
| Revenue Cycle Management | Issues Identification & Resolution | Strategic Planning & Control |
| Business Development & Growth | Cash Flow Management | Time Management |
| Process & Performance Improvement  Customer Satisfaction & Loyalty | Client Health & Fitness  Billing Procedures Management | Strong Interpersonal Skills  Excellent Communication Skills |

**PROFESSIONAL EXPERIENCES**

**RCM Sales Executive | ABC Company , Orlando FL 2020 – Present**

* Conduct market research to identify selling opportunities and evaluate customer needs.
* Augment company revenues by formulating top-notch plans and processes for Sales operations.
* Prepare thorough sales performance reports by gathering data and tracking sales records.
* Collaborate with vendors and clients to successfully negotiate contracts in a win-win situation.
* Build strong rapport by collaborating and facilitating sales managers weekly on a professional basis.
* Maximize company customer base by delivering details presentations, conducting meetings, and networking with new and potential clients.
* Develop a high performing workforce by providing professional development guidance to employees toward work excellence and goals realization.

**RCM Sales Executive | DDD Corporation, Orlando, FL 2018 - 2020**

* Developed and strengthened positive relationships with prospective customers in assigned region by identifying and meeting client demands and resolving issues in a friendly manner.
* Attained optimal outcomes by planning and developing best-in-class solutions and performing detailed initial assessments of potential customers.
* Liaised with sales representative while rendering RCM services and educating value props and billing procedures.
* Spearheaded all aspects of sales procedures from prospecting to closing new business by developing and executing growth-focused strategic plans.
* Led and responded to impactful client communications to facilitate uncovering lucrative business opportunities.
* Conducted return on investment (ROD), process flow, and total cost of ownership (TCO) analysis.

**RCM District Manager | GGG Inc, Orlando, FL 2017 – 2018**

* Provided billing solutions to physicians and managed patient complaints in respect of billing and collections.
* Delivered hands-on assistance to physicians by identifying and presenting gaps in collection and billing procedures, monitoring customers’ requirements, and reducing and controlling billing behaviors.
* Ensured efficient and cost-cutting operations for physicians by determining and delivering exceptional services and solutions.
* Facilitated optimal financial gain by providing cost-effective roadmaps to physicians and administrators.
* Maintained and input accurate billing information into the billing system by executing a solid system.
* Oversaw revenue cycle operations, such as account management, communications with insurance providers, collections, cash posting, contract analysis, and billing.

**District Manager | BBB Company, Miami, FL 2016 – 2017**

* Boosted company sales by responding to prospects' questions regarding product features and benefits and facilitating prospects in making product selection grounded on needs.
* Promoted excellent product features grounded on assessments of prospects' requirements by utilizing extensive knowledge of product capabilities.
* Meet and exceeded prospect expectations by describing the implementation and delivering the customer assistance process to the prospect.
* Leveraged NetSuite (client relationship management software) while monitoring and following up on all prospects, appointments, and emails to ensure seamless workflow.
* Generated and maintained sales pipeline and demonstrated ABC products to buying authority online.

**Personal Trainer | XYC Diagnostics, Miami, FL 2014 – 2016**

* Assisted customers in accomplishing fitness goals by training customers in the use of equipment and food nutrition.
* Worked as Group Training Instructor while formulating comprehensive workout and nutrition plans for clients and Motivating clients during training sessions.
* Ensured weight room safety and equipment maintenance by regulating, checking equipment functioning, and complying with set standards.
* Working with management and fellow staff to ensure the gym functions effectively.
* Maintained center functions through liaising with management and fellow staff.
* Understood customer goals and current fitness levels and received positive feedback by collaborating with customers.

**West Coast Sales Director | GEF Company, Miami, FL 2012 – 2014**

* Generated new leads and closed equipment sales by leading outside sales reps towards best working practices.
* Attracted clients by designing eye-capturing 2D and 3D weight room images.
* Leveraged strong communication skills while providing progressive training to the new clinician for remarkable outside presentations for schools and organizations.
* Increased company profitability by responding to incoming calls for weight room equipment sales and selling and delivering world-class company products.
* Facilitated company in displaying and promoting equipment for sales by orchestrating and conducting successful school, district, and state conventions.
* Improved staff performance by guiding floor team at conventions about product features demonstrations.

**EDUCATION**

Bachelor of Science, Criminal Justice, 2012

AA University, Miami, FL

**PROFESSIONAL DEVELOPMENT**

Certified WRSC Strength and Conditioning Coach

Certified AFAA Personal Trainer

Certified Electronic Health Record Practice Management Software Solutions