

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

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	Client Health & Fitness	Strong Interpersonal Skills
Customer Satisfaction & Loyalty	Billing Procedures Management	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 | XYZ 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