

Michael Baker

High Ticket Closer with 25 years sales experience.

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Work Experience

Director of Sales

Versa Business Systems | Las Vegas, NV

March 2025 to February 2026

Ran a sales operation of 20 in house sales reps and 15 remote reps helping small and medium sized businesses get working capital through various sources such as traditional business loans, credit stacking, factoring, and merchant cash advances.

Sales Team Lead

US Corporate Solutions | Las Vegas, NV

December 2022 to February 2025

Closed LLC, Corporation, revocable living trusts, tax resolution and tax preparation sales for a team of 12 sales reps. Also worked with MCA's and real estate coaching programs. Sales were made via phone and Zoom presentations. Team wrote over \$6 million last year.

Sales Team Lead

Inc Authority | Las Vegas, NV

May 2021 to December 2022

Sold and helped close LLC and Corporation sales for a team of 15 sales reps.

Call Center Manager

Dental Game Plan | Las Vegas, NV

October 2019 to September 2020

Ran a call center of roughly 15 agents setting dental appointments for patients for several different dentist offices contracted through our company to handle their appointment setting duties. Was responsible for all hiring, training, and termination procedures.

Director of Sales

Discounted Wheel Warehouse/Life Back Tax Relief | Las Vegas, NV

November 2015 to October 2019

Started as a sales rep selling a tax relief program to those who owed back taxes. Then was promoted to sales manager for Life Back Tax Relief where I managed a sales floor of 10 sales reps who enrolled people responding to our mailers into our tax relief program to lower or eliminate the amount they owed on unpaid taxes.

Was promoted to Director of Sales in January of 2016 and also took over day to day sales operation of the company's other holding Discounted Wheel Warehouse to which we sold custom wheels and tires all over the country via our internet campaigns generating incoming leads and sales opportunities.

Director of Sales and Marketing

Health West Pharmaceuticals | Las Vegas, NV

July 2012 to November 2015

Was in charge of the entire day to day operation of the sales/customer service call center made up of 20 sales reps and 8 customer service reps selling pain creams and other health products. Was responsible for all base pay and commissions calculations. Was in charge of implementing all training processes and incentive plans. Was responsible for a \$180,000 monthly quota. Coordinated all sales efforts with the marketing department to gauge correct marketing avenues and lead generation sources. Responsible for all sales reports and accounting.

Business Credit Consultant

BOSS Business Services | Las Vegas, NV

January 2011 to March 2012

Worked as a Business Credit Consultant to help educate business owners on the importance on building credit under their business name separate from their personal credit and to enroll them into our business credit building program. Also sold other business and financial products such as estate plans, business plans, living trusts, and corporations and LLC's. Also sold merchant services and merchant cash advance loans

Business Credit Consultant

Business Credit Services | Las Vegas, NV

September 2008 to January 2011

Work with business owners to determine their business credit needs by fact finding and analysis of the funding needs for growth of their company.

. Sold business credit building packages to companies and business owners to help them achieve a strong business credit profile separate from their personal credit.

. Sold professionally written business plans.

. Sold shelf corporations.

. Worked with sole proprietors to help them get incorporated or set up an LLC to separate their personal life from the business and create a strong corporate veil.

National Development Director

Discount Retail Store Services | Las Vegas, NV

March 2008 to September 2008

Ensure the success of the company by consulting with potential clients.

Perform a variety of key functions related to the recruitment and subsequent retention of clients. Open lines of communications with potential clients, with the intention of signing them on. Work with potential clients to promote the organization, answer questions, and obtain deposits for turnkey business once signed.

Manager/Controller

Advance Communications | Las Vegas, NV

August 2006 to February 2008

Run the day-to-day and strategic operations of a major communications and Internet advertising company.

Ran the day-to-day and strategic operations of a major communications and Internet advertising company. Oversaw all human resource issues (hiring, terminations, benefits) and communicated daily with staff members to resolve any issues and ensure the success of business operations. Handled all accounting aspects (accounts payable, accounts receivables, payroll, tax filings), corporate filings, and business continuity aspects (i.e., office space, technology, materials and supplies, etc.).

- Enhanced systems and processes in the advertising department, which successfully raised average weekly deals and revenue by 25%.

- Implemented a new process in the communications department, which significantly raised retention of lines sold from 53% to 89%.

Operations Manager

Alpine Enterprises Commerce Inc | Las Vegas, NV

February 2004 to July 2006

Oversaw day-to-day and strategic operations of a multi-state operational holding company.

Managed the day-to-day operations of a multi-state/multi-location operational holding company. Business operations included multi-unit apartment complexes, rental properties, a contracting company, an auto glass company, and restaurants. Was responsible for all daily operations relating to human resource issues (hiring, terminations, benefits), accounting aspects (accounts payable, accounts receivable, payroll, tax filings), necessary corporate filings, and all business continuity aspects (office space, technology, materials and supplies) for all sites/locations.

- Secured increased business credit lines and significantly reduced ownership risk by implementing separate corporate filings under LLCs.

Director of Sales

Tech World Management | Las Vegas, NV

June 2002 to February 2004

Ran the sales floor of a multi-million dollar firm.

Ran the sales floor of a multi-million dollar search engine optimization firm. Was responsible for the daily operations, including hiring, terminations, and employee reviews, and operations at the strategic level.

- Maximized revenue generation by setting price points for the product.

Sales Manager, Northwest Division

MCI WorldCom | Washington, DC

August 2000 to March 2002

Managed a sales floor of 25 sales representatives.

Operated a sales floor of approximately 25 representatives, with a focus on the sale of high-speed Internet connectivity services for medium-to-large businesses. Products sold included items such as T1s and OC3s, costing in excess of \$30,000 per month per service.

- Worked with team of sales reps and managers to close a multi-million dollar client (\$20m).

Education

Virginia Polytechnic Institute and State University | Blacksburg, VA

May 2000

Governors School

June 1996

Bachelor's degree

Pre-College Program

Business Administration (Bachelor of Science)

Virginia Tech

Skills

Lead generation Concierge services Inside sales Client onboarding Hiring Healthcare industry
sales team management Sales Upselling CRM software Organizational skills Sales objection
handling Hunter sales technique Email outreach prospecting Closing sales Sheet metal
Onboarding process management Consultative selling Venue guest services Commercial lending
Time-based sales targets Social media platforms Post-sales client support Cosmetic dentistry

Relationship selling Phone communication Product demos HubSpot CRM Strategic partnerships
Appointment scheduling Team development B2C Identifying new business opportunities Direct
sales Loan application intake Zoom Negotiation Customer support Email marketing Time
management ROI Sales experience within healthcare Data reporting Sales pipeline management
Customer service Recruiting Recruitment process management CRM system proficiency Inbound
selling Root cause analysis KPI benchmarks Professional networking Software sales Networking
through cold outreach Pricing Sales lead qualification B2B sales Loan document verification
Computer operation Sales technology adoption Financial services Retail lending Affiliate
marketing strategy development Affiliate marketing CRM systems Customer needs analysis
Active listening Client relationship development Networking event prospecting Client relationship
management Channel sales HubSpot Customer relationship building Outbound sales Sales
follow-up Sales management systems proficiency Commercial lending analysis in risk and credit
Marketing Phone etiquette Remote (as sales environment) Patient interaction Real estate
referral programs Networking through strategic partnership building Account management Sales
management B2B Sales strategy High-end sales Prospecting Outbound calling Technical sales
CRM software Business development Technology sales Term negotiation Call center experience
Objection handling (sales technique) Client interaction via phone calls Post-sales relationship
building Cross-selling Written communication Manufacturing Leadership Field sales Building
rapport Teamwork Enterprise sales Academic enrollment specialist experience Deal closing
Client rapport building Customer communication Sales presentations Conducting sales calls
Telemarketing

Languages

English

Additional Information

Authorized to work in the US for any employer

Skillful and dedicated professional with extensive experience in the coordination, planning, and support of daily operational, administrative and strategic functions.

- ❖ Proven track record of accurately completing research, reporting, information management, marketing, sales, and business-development efforts within budget requirements.
- ❖ Adept at developing and maintaining detailed administrative and procedural processes that reduce redundancy, improve accuracy and efficiency, and achieve organizational objectives.
- ❖ Highly focused and results-oriented in supporting complex, deadline-driven operations; able to identify goals and priorities and resolve issues in initial stages.
- ❖ Proficient in Microsoft Office Systems, QuickBooks, Microsoft Windows® operating system, and Mac operating system.

Relevant Skills

Microsoft Office (MS Word, PowerPoint, Excel, Outlook, Access, Visio, OneNote)

Apple & Windows Proficient

FileMaker (Pro) Proficient

Quicken & Quickbooks

Act & GoldMine Working Knowledge

Extensive Knowledge of Noeble Systems