

NILES MCCANN

TEAM AND TERRITORY MANAGEMENT PROFESSIONAL

PERSONAL PROFILE

I'm Niles, a dynamic professional driven by high energy and a deep commitment to fostering the growth of team members' skills, abilities, and professional capacities. Boasting over seven years of impactful management experience, I have adeptly guided, directed, and managed teams of over 35 individuals, finding fulfillment in the collective success of my team.

My proficiency extends beyond management; I am exceptionally well-organized with a proven track record that reflects my self-motivation, creative prowess, and the initiative required to achieve both corporate and personal goals. I bring a strategic mindset, collaborative leadership, and a dedication to effective communication. My experience uniquely positions me to offer valuable insights and drive informed decision-making within a board member role.

SPECIALIZATION

- Goal realization and management
- Managing a team to their full potential
- Public speaking and leadership

CONTACT INFO:

Mobile: [REDACTED]
Email: [REDACTED]

SKILLS AND ABILITIES

- Proficient in Microsoft Suite and Teams
 - First Aid and CPR certified
- Proficient in customer relations management platforms related to customer insights and accounting information
- Strong working knowledge of industry standards as well as OSHA health and safety regulations

ACADEMIC HISTORY

Shasta College 2017-2019: Business Management concentration in accounting and teams management

PROJECT HISTORY

SENIOR ACCOUNT EXECUTIVE--PUBLIC SECTOR

Waste Management of Kirkland | 2023-Current

- Manages existing contracts, overseeing relationship maintenance, contract terms, service offerings, and extensions.
- Utilizes contract management and audit tools to maximize contract value and ensure compliance.
- Coordinates activities with other Waste Management (WM) departments to ensure the delivery of contract and service expectations.
- Develops marketing strategies to identify retention and growth opportunities, including supporting strategies, resources, and timelines.
- Develops community partnerships with elected officials and key stakeholders, resulting in positive press coverage and beneficial impacts on both the community and WM.

COMMERCIAL ROUTE MANAGER

Waste Management of Seattle | 2021-2023

- Plans, distributes, monitors, and follows up daily route assignments to ensure customers are serviced per company standards and agreements.
- Manages the end-of-day check-in process, capturing and communicating key service, safety, and equipment issues.
- Communicates and follows up on sales opportunities.
- Monitors driver and laborer time and attendance.
- Conducts Root Cause Investigations for all injuries and incidents, ensuring consistent discipline and retraining.
- Establishes and maintains a clean, safe work environment in compliance with Company/Occupational Safety and Health Administration (OSHA) standards.
- Documents and maintains records required by regulatory agencies such as the Department of Transportation.

GENERAL MANAGER

Mission Beauty | 2014-2018

- Responsible for all aspects of Profit & Loss, customer service, scheduling, payroll management, employee discipline, and employee hiring and firing.
- Excellent team building and motivational skills to grow strong driven teams that meet all projected plans and goals.
- Successfully increased gross monthly sales and exceeded goals of a multi-million dollar store with an overall increase of 8% the first year, maintaining an overall increase of 2% the following year, respectively, with a major big box competitor open directly across the street.

TERRITORY SALES MANAGER

Cosmoprof | 2000-2021

- Managed and worked with team leaders to achieve weekly and monthly goals to hit regional and national sales goals.
- Responsible for introducing and training on new product launches and vendor initiatives to further product reach within territory.
- Resolved issues with customer billing, accounts, and orders in a timely and efficient manner to ensure client satisfaction with company.