Michael D. Jenkins

Franklin, NC | 828.421.3440 | MJ@Mjenkins.Me | [LinkedIn Profile]()

Resume web ver: [mjenkins.me]()

Highly respected and performance-driven sales and executive management professional with an impressive record of establishing and developing strategic relationships within emerging and mature markets. A take-charge leader and an exceptional communicator recognized as a valuable company resource to drive business growth initiatives.

Key Skills & Technical Expertise

- ✓ Leading Empowered Teams
- ✓ Consultative Sales Approach
- ✓ Exceeding Customer Expectations
- ✓ End-to-End Sales & Project Management
- ✓ Software & Hardware Systems Integration
- ✓ Customer Needs Analysis
- ✓ Cross-Functional Team Leadership
- ✓ Customer Acquisition & Retention
- ✓ Strategic Alliances & Partnerships
- ✓ Data Collection, Analysis, & Reporting

Visual Basic, VB.Net, ASP.Net, ORACLE9i, DOS, Linux, Java, HTML

Professional Experience

WHEELHOUSE LOGISTICS - Oakland, CA – (Remote) Sept 2023 - Present

General Manager (Jan 2025 - Present)

Oversee company-wide performance across sales, operations, accounting, and agent programs, aligning all departments to strategic goals. Built core business processes and reporting structure using EOS Traction, driving accountability and cross-functional clarity. Manage vendor relationships, tech stack implementation, and financial oversight to support scalable operations. Structure KPIs and dashboards across departments to monitor service levels, margin performance, and customer growth. Lead agent recruitment, onboarding, and enablement efforts to expand reach and diversify revenue streams.

Vice President, Sales (Sept 2023 - Jan 2025)

Built and led core sales infrastructure, including outreach campaigns, lead generation strategy, and CRM architecture. Developed scalable sales motions, activity tracking, and reporting processes to drive pipeline growth and accountability. Structured inbound and outbound processes for reps and agents, aligning performance metrics with revenue goals. Launched and optimized sales tech stack, improving visibility into KPIs, conversion rates, and rep productivity. Collaborated with leadership to align sales with operations and financial targets, supporting sustainable growth.

DRAKE SOFTWARE - Franklin, NC Jan 2001 – Sept 2023

Director, National Accounts (Oct 2021 - Sept 2023)

Create, develop and lead a brand-new revenue team, consisting of sales account managers responsible for both maintaining and growing revenue through existing nationwide customers, while accountable for both personal and team quotas on new national accounts to Drake. Establish and develop lasting relationships with leading revenue partners, technology businesses, and other influential organizations in the tax preparation and financial product markets. Works closely with internal development teams to identify potential large target customers and to develop and implement creative approaches to expand the company's existing customer footprint. Reports directly to CRO.

Sales & Systems Consultant (May 2015 – Oct 2021)

Accountable for driving sales and new business development efforts for the company's tax and accounting software platforms. Travels nationally to meet and help develop existing client relationships while identifying and closing new opportunities with CPAs, lawyers, independent tax preparers, and small business owners.

- Recognized for consistently meeting or exceeding aggressive sales targets MoM and YoY.
- Leads in-depth, in-person weekly product seminars to help position and close new business.
- Represents the company at annual industry trade shows as a product subject matter expert.

Sr. Government & Industry Liaison (Jan 2011 – May 2015)
Appointed by senior leadership as the company's governmental and industry liaison while working simultaneously as the Director of the web analysis team.

- Represented the company at various industry events and high-level board meetings with the Internal Revenue Service (IRS), the U.S. Health and Human Services Department (HHS), and the U.S. Treasury leadership in Washington, DC.
- Collaborated with executives from tax, accounting, software, security, and banking industries regarding best practices for working with federal and state department agencies.
- Appointed to serve as a Board Member of CERCA (https://cerca.org/); elected to serve as a Board Member of FFA (https://freefilealliance.org/).

Director, Web Analysis, & Systems Assurance (July 2010 – May 2015)
Hand-picked by leadership to stand up the company's first technical analysis team dedicated to creating software and project requirements in collaboration with the development staff. Supervised a 10-person team of software analysts, tax analysts, and software testers.

- Led the team in driving the software testing of all web products prior to market launch; served as a key interface between the inter-company business units, technology teams, and support teams.
- Developed and directed thousands of mock tests of web browsers and newly released software platforms for both tax professionals and self-preparation software.

Director, Customer Relationship Management Team (Jan 2005 – July 2010)
Directed an 8-person team of account managers tasked with handling customer escalation calls promptly and professionally until resolved. Led all staff hiring, training, development, and performance management. Established the team from the ground up, creating department policies, procedures, and the annual plan.

- Selected to speak at annual customer training with 500-800 attendees with a focus on new tax laws, software enhancements, and overall market changes in the industry.
- Assisted the team in supporting clients that planned to sue over a disagreement, BBB requests, managing fraudulent activities, and subpoenas requests from the IRS, CID, FBI, and SBI.

Account Manager, Customer Relationship Management Team (Jan 2003 – Jan 2005)
Accountable for providing remote direction, guidance, and ongoing support to the company's largest accounts that included thousands of nationwide locations. Served as a vital company liaison and the primary point of contact for any customer issues, questions, or concerns.

- Conceptualized, developed, and implemented new training programs and utilities to assist customer service division managers to train new hires.
- Supported clients that included large, multi-site, franchisee/franchisor/corporate-owned operations that offered retail tax preparation and accounting services.
- Tapped to participate in onsite client meetings to help understand, qualify, and plan for software enhancement needs.

Research & Development Specialist (Jan 2001 – Jan 2003)
Brought on board to assist programmers with software development efforts with a focus on R&D. Developed new computer-aided tools to improve CSR training efficiency; provided technical support to clients remotely.

Education

Western Carolina University - Cullowhee, NC
BS/BA, Computer Information Systems, Management, *Dean's List*

Southwestern Community College - Sylva, NC
Associate of Arts (AA), *Dean's List*