

# ***KEITH ROGERS***

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## **CAREER OBJECTIVE**

Seeking a challenging and responsible position with a dynamic company that would offer the opportunity for advancement while effectively utilizing prior experience, education and proven abilities in the areas of:

**Management ♦ Sales ♦ Training ♦ Business Development ♦ Guest Relations**

## **EDUCATION**

UNIVERSITY OF CENTRAL FLORIDA  
COLLEGE OF BUSINESS - B.S. MANAGEMENT INFORMATION SYSTEMS, 2001

## **COMPUTER SKILLS**

- Microsoft Windows & Mac OS X
- Office
- Word Press
- Adobe Photoshop
- Noble Systems Predictive Dialer

## **EXPERIENCE HIGHLIGHTS**

**VARIOUS POSITIONS LISTED BELOW - ETOUR AND TRAVEL, INC. - Orlando, Florida 2003 – Present**

**SPECIAL PROJECTS MANAGER & CALL CENTER CONSULTANT** – Orlando, Florida March 2009 - Present  
Created UCF football game day tent promotion and [www.WorkingKnights.com](http://www.WorkingKnights.com) to recruit college students to our call centers. Helped setup [www.KGIdestinations.com](http://www.KGIdestinations.com) vacation club as an alternative to timeshare for KGI Resorts. Consult branch call centers for [ETourandTravel](http://ETourandTravel).

**GENERAL SALES MANAGER** – Kissimmee, Florida June 2005 – March 2009  
Responsible for directing sales activities and personnel for company that markets vacation ownership (timeshare) tour packages on a national basis. Top producing of 10 call centers for three out of four years. Position entailed all aspects of managing, motivating and maintaining a telesales team. Ensured optimum efficiency and productivity on a budget through ongoing hiring, training and goal setting. Used NOBLE SYSTEMS predictive dialer for outbound campaigns and reports. Managed three floor supervisors/closers, a sales trainer, data entry person and 44+ hourly sales agents. Office produced over 12,000 sales and over \$1.9 million dollars annually.

Beyond the numbers, my philosophy is people are key to organization! I'm highly creative and enthusiastic about teams. I model my call centers like a fun dot-com office. I show agents I care about them enough to make their job interesting and they worked harder in return.

**SALES TRAINER & RECRUITMENT** – Orlando, Florida October 2004 – June 2005  
Trained classes weekly on following script with excitement and enthusiasm, asking for the sale, isolating objections, listening, overcoming objections and teamwork. Also trained on computer systems. Implemented an advanced “Alpha” sales training course for motivated agents. Interviewed over 5,000 people during my career at ETourandTravel.

**FLOOR SUPERVISOR & TAKE OVER CLOSER (T.O.)** – Orlando, Florida January 2003-October 2004  
While running Dream On I.T. I worked at night as a vacation ownership package telemarketer. I was promoted to evening floor supervisor.

**BUSINESS OWNER & ENTREPRENEUR - DREAM ON INFORMATION TECHNOLOGY, INC. - Orlando, Florida 2002 - 2006**  
Responsible for development, management and operation of company that provided services relating to business solutions, technical outsourcing, and website design. Involved in prospecting for new business, networking to identify potential opportunities, preparing and presenting proposals, closing sales, maintaining positive client relations, and establishing a solid customer base.

**ATTRACTION HOST / CAST MEMBER - DISNEY-MGM STUDIOS - 1999-2000**  
While attending UCF full-time I was an attraction host at Indiana Jones Epic Stunt Spectacular and helped open Fantasmic

## **AFFILIATIONS & ACTIVITIES**

- *N-TRAK Model Railroad Club*, 2007-present
- *Windhover Condominiums*, Board Vice President, 2007 - present