

Curriculum Vitae

STEPHEN SCOTT TURNER, MBA

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PROFESSIONAL PROFILE

- Accomplished career demonstrating consistent success as an Executive in the Technology Industry. Outstanding track record with team building success.
- Seasoned in leading, training, and building high performing teams through proven competencies in management and staff development and empowerment.
- Extensive business background in sales, marketing, quality assurance, training, business development, customer service and project management.
- Effective communicator with excellent planning, organizational, and negotiation strengths as well as the ability to lead, reach consensus, establish goals, and attain results.

EDUCATION

- Doctor of Business Administration, (current student) University of Dallas, 2023
- M.B.A., Angelo State University, San Angelo, TX, 2014
- B.S., Management, Franklin University, Columbus, OH, 2011
- A.A.S., Specialization in Management Information System, Howard College, San Angelo, TX, 2008

HONORS AND AWARDS

- Recipient, Service Award, San Angelo Chamber of Commerce, 2019
- Recipient, San Angelo Pillar of the Community, San Angelo Boys and Girls Club, 2017
- Commencement Speaker, Howard College Spring Graduation, 2015
- Graduated Summa Cum Laude, Franklin University, 2011
- Ambassador of the Quarter, Greater Dallas Chamber, 2005

HIGHLIGHTS OF PROFESSIONAL EXPERIENCE

Academic – Post Secondary, Angelo State University, San Angelo, Texas 2018 to present

Adjunct Lecturer

- Sales 3323 in the Management and Marketing Department
- Management 3313 in the Management and Marketing Department
- Marketing 4322 in the Management and Marketing Department

Professional - TimeClock Plus LLC., San Angelo, Texas 1995 to Present

Chief Customer Officer/Equity Partner/Shareholder, 2018 to present

- Engage all departments in the organization in managing customer relationships, revenue, and profit.
- Develop a persistent focus on the customer in the actions the company takes.
- Motivate the organization to deliver an optimum customer experience.
- Support leaders in their role as cultural leaders in their professional journey.
- Report directly to the president and chief executive officer.
- Assist in generating revenue by increasing sales through successful marketing for the entire organization, using market research, pricing, product marketing, marketing communications, advertising and public relations.

Vice President, Customer Success & Professional Services, 2016 to 2018

- Led service restructure efforts that instituted skill based customer support queues that resulted in higher customer feedback scores while delivering lower labor cost.
- Rebuilt project management processes that implemented formal Project Life Cycle Framework and Work Breakdown Structures organizing record number of active customer projects.
- Re-created organizational hierarchy to foster manager and leadership development company-wide.
- Oversaw the implementation and delivery of solutions to multiple high profile clients.

Vice President, Marketing & Quality Assurance, 2012 to 2016

- Designed and deployed the company's rebranding efforts including 2 different websites, company logo and trademark, tradeshow marketing collateral, and sales literature.
- Managed all Search Engine Marketing and Search Engine Optimization efforts resulting in inclusion in the highest performing marketing industry matrix with Google.
- Designed and implemented the company's National Summit for clients.
- Defined closing ratio and buying cycle tracking for sales department.
- Created sales pipeline profile tracking.
- Created sales lead audit tracking procedures.
- Created QA processes to deliver v7 product to market place.
- Aligned testing procedures with development processes shortening feedback loop.

Assistant Vice President, Business Development, 2011 to 2012

- Designed and restructured SEM campaigns through Google and Bing.
- Created and implemented processes for tradeshow planning.
- Designed multimedia services for both internal and external use.
- Coordinated focus group for software upgrade design.

Manager, Training and Quality Assurance, 2009 to 2011

- Created and implemented online Sales Training Program.
- Developed Support Training Programs.
- Led QA efforts for new terminals.

Regional Director, Dallas, Texas, 2005 to 2009

- Created and managed the company's first off-site office.
- Developed and trained all sales staff
- Produced 2 of the largest sales in company history

Executive Sales Representative, 2001 to 2005

- Developed client relationships with the company's longest termed partners.
- Achieved top sales rep with company record sales 2002.

Vice President, Sales & Marketing, 1995 to 2001

- Created and developed sales processes.
- Created and developed marketing campaigns.
- Created and developed company's first (and only) website.
- Created and developed Internet marketing strategies.

EARLY CAREER

- General Manager, Shakey's Pizza, San Angelo, TX, 1993 to 1995
- Lead Manager, Pizza Hut, Amarillo, TX, 1992 to 1993
- General Manager, Big Texan Steak Ranch, Amarillo, TX, 1991 to 1992
- Lead Manager, Pizza Hut, 1989 to 1991

COMMUNITY SERVICE

- Angelo State Business Advisory Council, Angelo State University, 2016 to present
- Musician and Music Leader, Sierra Vista United Methodist Church, 2010 to present
- Member, Concho Valley Emmaus Community, 1998 to present
- Air Service Group Committee, City of San Angelo, 2017 to 2018
- Telecommunication Task Force Committee, City of San Angelo, 2017 to 2018
- Board of Directors, San Angelo Chamber of Commerce, 2015 to 2018
- Executive Committee Member, San Angelo Chamber of Commerce, 2017 to 2018
- Member, Las Colinas Chamber of Commerce, 2006 to 2009
- Ambassador, Greater Dallas Chamber of Commerce, 2005 to 2009
- Musician, First United Methodist Church of Keller, 2003 to 2009
- Church Council Member, First United Methodist Church of Keller, 2004 to 2007
- Lay Director, Men's Emmaus Journey, Concho Valley Emmaus Community, 2002 to 2003