

Dave Champagne, MBA

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Regional Vice President

Results-oriented sales professional adept at managing and advancing territories, growing client bases, devising sales opportunities, and driving revenue, while adhering to company objectives.

— Areas of Expertise —

Increase Lead Conversion | Identify Sales Opportunities | Enhance Customer Service
Uphold Standards & Regulations | Manage & Develop Territory | Exceed Sales Objectives
Create Business Plans | Strengthen Client Relationships | Conduct Training Seminars

— Career Accomplishments —

Surpass territory sales targets 10% to 20%.
Utilized prospecting calls to generate new business.
Improved customer service standards and produced top service rating.

Professional Experience

Canada Protection Plan (CPP)

Toronto, Ontario

Regional Vice-President

1/2018 – Present

Oversee sales territory, promote CPP insurance solutions, while supporting ongoing services. Produce and deliver sales and product training seminars. Serve as primary contact for escalated support for WFG. Comply with current insurance laws, regulations, and standards.

Key Contributions:

- Developed sales territory and **repeatedly exceed sales targets by 10% to 20%**.
- **Identify marketing and sales opportunities and best practices to close sales**, while executing annual and in-year sales plans to deliver expected results.
- Prospect for new sales, **establish and strengthen client relationships**, and provide superior service to existing clients to create positive experiences.

Canada Protection Plan (CPP)

Toronto, Ontario

Regional Sales Manager

4/2017 – 1/2018

Utilized in-depth knowledge of insurance products and concepts to collaborate with regional vice president in the support and advancement of sales initiatives. Created email blasts to promote marketing and product information. Followed up on meetings and events and entered feedback into customer relationship management (CRM) system. Imparted ideas to support team initiatives and participated in special projects.

Key Contributions:

- **Generated new business relationships** through prospecting calls.
- Worked closely with regional vice president to **develop sales territory business plan**.
- **Increased Quebec territory sales production** and utilized interpersonal skills to build long-term relationships with financial advisors and other business contacts.

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Canada Protection Plan (CPP)
Bilingual Marketing Coordinator

Toronto, Ontario
12/2015 – 4/2017

Performed broker compliance checks and maintained accurate broker records on back office systems. Facilitated agent and managing general agent (MGA) business transfers.

Key Contributions:

- Participated in **coordination of first Quebec sales conference**.
- **Assessed broker contracts** and engaged with internal teams for timely processing of client applications and contracts.

Manulife Financials
Bilingual Analyst, Head Office

Toronto, Ontario
4/2013 – 12/2014

Investigated wires, electronic insurance claims, and enquiries of varied complexity, while working closely with client servicing and investigation teams. Followed up on contacts with prospective customers and served as liaison between customers and LIA. Participated in various projects and met all deadlines.

Key Contributions:

- Created action plan to improve customer service standards that **produced number-one service rating for two years** at the CCTS and Better Business Bureau.
- Provided guidance and best practices to internal department and **proactively supplied solutions to servicing partners and branches**.

Capital One
Bilingual Team Lead/Supervisor CSR

Toronto, Ontario
7/2007 – 1/2013

Progressed through several roles with increasing responsibility at Capital One before becoming a team lead and supervisory CSR. Improved customer relations by continuously maintaining profiles and activities via computer in response to customer requests. Recruited, hired, and mentored direct reports, created goals and performance standards for each team member, and co-developed training materials.

Key Contributions:

- **Managed customer service performance metrics** and collaborated with leadership to identify and resolve client experience issues.
- Drove revenue through coaching and training to **increase lead conversion**.

Education and Credentials

Bachelor of Arts in General Business Administration, Institut Universitaire Quisqueya-Amérique
Master of Business Administration in Marketing & Sales, Edinburgh Napier University

Professional Skills & Development

Project Manager, University of Toronto School of Continuing Education | Harmonized Life Licensing Qualification Program, Oliver's Learning Center | FMLI Level 1, Life Office Management Association | Programme de Leadership Gouvernance Inclusive de L'organisme Éco Ambassadeurs (Leadership program for nonprofit organizations) | Fluent in French and English