

DAVID W. CONNORS
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SUMMARY- GOALS

Self-motivated professional with over 30 years in management, day to day operations and sales within the pest control and lawn care industry. A performance-driven leader with a proven history of understanding the value of building strong relationships with clients and colleagues through communication and support.

Goals are to continue to develop the natural skills and talents of community teams by providing pragmatic and functional guidance, training, and recommendations to achieve optimal results in benefits to the community through sales and service to municipalities and the private sectors. Continually motivating all teams to stay community-centric and community-loyal to provide outstanding service in a collaborative, results-oriented environment.

PROFESSIONAL EXPERIENCE

Branch Manager Volusia and Flagler County, Terminix Global Holding 09/01/2019 - Present Daytona, Florida

- Currently manage all facets of sales, service, and administrative tasks of the branch , grossing \$5.700,000 in revenue, including budgeting for profit and loss, ensuring adherence to laws, rules, regulations, policies and procedures for achievement of performance and goals.
- Direct supervision of 1 Service Manager, 4 Direct Sales Representatives and 18 Service Technicians, providing leadership, team building, training, and logistical support for the betterment of the Company, the Branch, and the Employees. •
- Conduct one on one with personnel for training and check-ins.
Conduct training with personnel using virtual IT technology, Teams, ZOOM. • Responsible for the interviewing, hiring and contributing to career path growth of personnel for the branch.
- Committed to growing the territory in sales, Profit and Loss, (EBITDA, and Revenue.)

David W. Connors, cont.

- Manage branch vehicles, equipment, and inventory and in accordance with company and state guidelines. Interact with customers by responding to inquiries, proposing services, resolving conflict and/or dissatisfaction and assessing claims.

Regional Manager, Home Paramount Pest Control 03/2011 – 08/31/2019 2011 Rock Spring Road, Forest Hill, MD 21050

- Complete knowledge and background with career certifications in all pest related services including termite (bait and barrier), pest, invertebrate, bird, fumigation, and moisture.
- Operations experience including providing the necessary background to completely recognize, comprehend and accommodate the needs of both residential and commercial clients. • Experience with commercial pest management to include the categories of various industries, revenue levels and logistical requirements.
- Sales grew and advanced from \$20,000 to \$3,000,000.
- Managed from 5-17 branches covering 5 states (Florida, Maryland, Pennsylvania, Delaware, West Virginia), and the District of Columbia duties comprised day to day operations, and extensive training of employees to enhance their career path with Home Paramount.
- Committed to the growth of Managerial staff, Profit and Loss, and Team building.
Responsible for the interviewing and hiring of all new management personnel for branches.
- Assisted in the acquisition and day to day operations of new branches in multiple states.
Demonstrated commitment to personal and personnel training including the successful completion of external and internal training programs.
- Managed branch vehicles, equipment, and inventory and in accordance with company and state guidelines. Interacted with customers through responding to inquiries, proposing services, resolving conflict and/or dissatisfaction and assessing claims.
- Presenter – Training, Motivational, Sales Award Ceremonies for Team, and multiple branches, using Teams and virtual technology.

**District Manager and Branch Manager, Home Paramount Pest Control 03/2008 - 03/2011
2011 Rock spring Road, Forest MD, 21050**

Qualifications and Skills:

Researching, Planning, Negotiating with CEOs/Chairmen, Board members and Municipalities the Implementation of Environmentally Safe Pest Control and Lawn Care Contracts:

Naval Facility, Thurmont, Maryland; University of Maryland; Cities of Hagerstown, Frederick Maryland, WAWA, Bird Netting Social Security offices Baltimore, Maryland, Orlando International Airport

Creating, Planning and Negotiating Safe Business Plans for Private Sectors:

Residential apartments, Gas Stations, Shopping Centers

David W. Connors, cont.

Lawn Technician, Promoted to Service Manager, TruGreen, Inc. 1989-1994 Branch Manager, Orkin Lawn Care 1997-1998 Service Manager, Orkin Pest Control 1998-2003 Owner/President Thick Green 1994-1997

AWARDS

Home Paramount Pest Control

- President's Club Awards
- Top Sales Awards
- Top Cancellations Under 1% Awards
- Fleet Safety Awards
- Auto Awards
- Leadership awards

Orkin

- President's Club Sales Awards
- President's Club Service Awards

EDUCATION AND CERTIFICATIONS

- Bachelor of Environmental Science University of Phoenix

Associate Certified Entomologist (ACE)

- Pest, Lawn, Termite, Fumigation Certifications
- Purdue University of Pest Control Technology Course, (Correspondence)
- Texas A&M Termite Course
- University of Florida Structural Fumigation School
- Certified Commercial Pesticide Applicator (VA, NC, ND, DC, WV, DE, PA, FL) •
- Multiple Training Courses in Supervision, Motivating Employees.
- Multiple Training Courses in Profit and Loss and How It Affects the Bottom Line (EBITDA).
- SVCA Expense Training
- Covid 19 Training

COMMUNITY SERVICE

- Foster Care of children removed from abusive homes.
- Mentor and supporter of local children's sports teams, including: Flagler Pop Warner Football, Flagler Baseball, as well as numerous teams in the West Virginia area.

References on request