

MARK W. SPENCER

C-Level Business Leader

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Mindful and transparent leader with a broad range of business development and operations success spanning sectors including financial services, technology, manufacturing, retail, and more. Known for rolling up sleeves and getting in the trenches, becoming immersed in the business, staying humble, and taking on challenges across sales, customer service, finance, resource management, strategic planning, product development, and elsewhere. Strong track record of driving business growth through high-performance sales and operational optimization.

Ready to take on a C-level leadership role that involves all-encompassing business oversight and carving a path towards improving the company to boost revenue and the bottom line.

Highlights

Served as President of an \$84M payments company processing \$2.3B in annual transactions, overseeing 80 employees through a five-year period of 300% growth and operational optimization that drove substantial cost savings to maximize profitability

Oversaw a team of 45 across all aspects of a \$24M management consulting firm, sourcing and onboarding 121 new clients while maintaining a 100% customer satisfaction rating by delivering meaningful value through strategic planning, process innovation, and market analysis

Devised a strategy to maintain a competitive edge over Uber and Lyft that culminated in the launch of a new mobile application that added 360,000 users to a payment company's ecosystem while reducing SG&A by 40%

Built and led a sales process that increased monthly user applications by 1,000% and led the design of a proprietary front-end UI for clients that doubled as a back-end metrics dashboard to support sales-focused employees

Overcame increasing market pressure from Uber and Lyft to successfully exit a company after intense negotiations that resulted in a sale to private equity for 8x EBITDA

Drove \$4.2M annual savings for a payment processing company by introducing a merchant training program that improved customer service efficiency

Earned promotion to President of a payment processing company after streamlining the business across sales, IT, and operations, plugging areas of weaknesses and risk, boosting morale, and decentralizing processes to set the foundations for 50% growth in one year

Oversaw strategic planning, marketing, and P&L for a \$28M company as it grew from four to 86 employees over nine years; led the business to strategic alliances with multiple wireless carriers that increased sales by \$12M in 18 months and managed 43 staff across 38 locations

Co-founded and grew a management consulting startup to \$13M revenue, hiring and training a high-performance team and expanding sales by 25% year-over-year before eventually negotiating the sale of the business for 6x EBITDA

Snapshot

- ✓ Proven ability to steer companies from strategic vision to tactical execution, consistently meeting ambitious goals; successfully exited from two startups and one turnaround project
- ✓ Carries a reputation for finding hidden money in businesses, boosting the bottom line, solving problems, and applying techniques that increase sales beyond expectations
- ✓ Hands-on, engaged executive who analyzes processes to root out inefficiencies, applying technology and automation wherever possible to streamline workflows and communication
- ✓ Brings a genuine, trustworthy, no-agenda aura to the business that resonates with colleagues and customers, earning the respect needed to make important business decisions and applying a high level of emotional intelligence to nurture positive cultures
- ✓ Strives to create synergies between people to get them running in the same direction and empowers teams with a collective vision that improves cohesion and morale

Areas of Expertise

Strategic Planning | Hands-on Leadership | M&A | Corporate Integration | Operations Management & Development | Finance & Transactional Preparation | Joint Ventures | Strategic Partnerships | Financial Analysis | Financial Modeling & Planning | Forecasting | Budgeting | Cost & Quality Controls | Efficiency Improvements | Sales | Business Development | Startups | Revenue Growth | Product Development

Experience

- Reversed the fortunes of a management consulting firm by diagnosing business problems leading to low revenue, poor morale, and ineffective leadership, as well as introducing technologies that improved business efficiency, reduced costs, and enhanced performance
- Added \$4M in revenue for a consulting company by leading an acquisition, identifying the target company, managing negotiations, and structuring the transaction
- Achieved the highest paid commission and residual in the industry by leading negotiations for strategic contracts, which led to zero staff turnover during a four-year, 400% growth period
- Led an acquisition strategy that added \$2M EBITDA to a payment processing company, identifying suitable assets and absorbing them seamlessly into the company's existing infrastructure
- Built and led a successful wholesale distribution operation to more than 130 retailers in the tristate market and established sales and customer service training programs that increased revenue by 40%
- Named Top National Sales Manager in an early role at AT&T Wireless Services after consistently exceeding quota by up to 15%, capitalizing on market opportunities and building a successful territory by nurturing account relations and providing exceptional client service
- Won the National Circle of Excellence Award for developing a technology that was implemented in road signs; spearheaded a project to control sign messaging via modem and wireless devices, which eliminated the need to physically change messaging and enabled more accurate, real-time information
- Excelled as a proprietary trader during an 18-month stint, developing a reputation for effectively trading equities and options and creating specialty trading systems and strategies
- Invited to speak on a panel to an audience of accountants, attorneys, and SMB leaders to discuss the processes and mindset needed to successfully sell to a private equity firm and published a well-received article in a prominent magazine about the costs and benefits of business technologies

Career History

Capital Consulting Partners Managing Partner	2018 – Present
Curvepay President/Principal Executive Vice President/Principal	2012 – 2018
RBC, G2 Trading Proprietary Trading Desk	2010 – 2012
NY WCG Management Consulting, Inc. Co-Founder	2005 – 2010
Dynamic Communication Vice President & Equity Partner	1997 – 2005
AT&T Wireless Services National Sales Manager	1992 – 1997

Education & Certifications

Computer Career University
WAN Engineer

Nassau Community College
Liberal Arts, Communications Major

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