Jordan McDonley

Sales Enablement & Performance Development

Portland, Oregon | 503.740.3546 | jmacccs@gmail.com | github.com/dkm90x

---

PROFILE

Sales enablement and performance specialist combining five years of remote sales leadership with hands-on development of coaching tools, call flows, onboarding resources, and operational workbooks. Translates performance data and seller behaviors into structured learning experiences and practical tools that salespeople can use during real customer interactions.

AREAS OF EXPERTISE

Sales Enablement • Instructional Design • Call Flow Development • Training Facilitation • Coaching Frameworks • Salesforce Analytics • Google Sheets • CRM Workflows • Sales Process Documentation

PROFESSIONAL EXPERIENCE

Automotive Sales Consultant | Weston Kia Buick GMC · Gresham, OR · Aug 2026–Present

Apply consultative selling, customer qualification, and structured CRM follow-up in live automotive sales conversations.

Automotive Sales Consultant | Ron Tonkin Acura · Portland, OR · Apr–Jul 2026

Identified gaps in dealership training materials and independently built an internal enablement application with sales-flow guidance, objection handling, phone scripts, inventory references, and manager/representative training content.

Sales Process Manager | Guttermans Supply · Portland, OR · Aug 2025–Jan 2026

Evaluated opportunities to formalize customer-discovery questions, account profiles, cross-selling, and sales process expectations for a B2B supply business.

Sales Supervisor & Coach | Comcast / Xfinity · Portland, OR · Jan 2020–Sep 2025

Designed practical onboarding and training resources for consultative discovery, objection handling, cross-selling, and follow-up.

Created interactive call-flow spreadsheets, sales tracking workbooks, coaching planners, behavior trackers, and manager scorecard resources.

Translated Salesforce KPI and call-performance trends into targeted coaching plans, feedback, and measurable behavior changes.

Facilitated presentations and training across teams, reaching approximately 500 agents and 50+ leaders cumulatively, including director-level audiences.

Managed a 15-person remote sales team with 107% average revenue attainment over five years and a +91 eNPS result.

Sales Representative | Comcast / Xfinity · Portland, OR · Mar 2018–Jan 2020

Provided consultative telecommunications sales, customer discovery, CRM documentation, and relevant product recommendations.

SELECTED SYSTEMS & PROJECTS

- **Interactive Call Flow:** Versioned Google Sheets-based call guidance supporting greeting, discovery, needs analysis, and sales consistency.
- **Agent Workbook & Coaching Suite:** Multi-tab resources for calls, callbacks, behavior observation, SMART goals, coaching notes, and results tracking.
- **Dealership Enablement Application:** Training and quick-reference application independently built during automotive sales.

ADDITIONAL EXPERIENCE & EDUCATION

FUJIFILM — Maintenance / Quality Control (2016–2018) · ON Semiconductor — Equipment Operator / Trainer (2014–2016) · Walmart — Retail Management (2012–2014)

Mt. Hood Community College — general studies coursework; no degree.