

Matthew Mack



8/5/2025

Village Clerk
Attn: Karri Miller
200 North Hill Street
Poplar Grove, IL 61065

Re: Planning and Zoning Commissioner (volunteer position)

Dear Village President and Board of Trustees,

I am writing to express my interest in filling the vacancy for the volunteer position on the Planning and Zoning Commission for the Village of Poplar Grove. While I do not have prior experience in planning or zoning, I possess qualities that are vital for an effective commissioner and engaged community member.

I believe in active listening and the value of considering a wide array of perspectives. I strive to remain attentive, empathetic, and open-minded in all discussions—qualities that are essential for any successful commissioner. My approach is guided by fairness, impartiality, and objective decision-making to ensure actions are based on facts, regulations, and what is best for the community, not individual opinions.

Integrity, honesty, and transparency are the foundations of the trust our community places in public officials. I highly value open communication and am committed to upholding the highest ethical standards—both in deliberation and interactions with residents, commissioners, and staff.

Additionally, I bring practical knowledge from my own building and remodeling experience. For example, while living in Palatine, IL, I undertook a fence replacement project that required working closely with the local zoning commission. The existing regulations mandated the new fence be built five feet farther inward than the previous fence, even though the original was already set back ten feet from the sidewalk. I prepared all required documentation, presented my case with a plat of survey, and respectfully engaged in the commission's process. My request to rebuild the fence in the original location was approved. This experience deepened my appreciation for fairness, open communication, and the significant role zoning regulations play in shaping communities.

I commit to approaching every obligation with preparedness and dedication, ensuring adequate time is spent reviewing materials and matters before the commission. My professional background has instilled in me a keen sense of responsibility and a diligent work ethic—traits I would bring to this role.

Clear and effective communication is also a strength of mine. I am comfortable articulating ideas publicly, collaborating with others, and engaging in respectful, thoughtful discussions. As a resident of Poplar Grove, I am motivated by civic-mindedness and a deep commitment to the well-being and future of our village.

I welcome the opportunity to support responsible growth, contribute positively to the Village's decision-making process, and help ensure community voices continue to be heard and respected.

Thank you for considering my application. I would be honored to serve and look forward to discussing my candidacy further.

Regards,

A solid black rectangular box used to redact the signature of Matthew Mack.

Matthew Mack

SALES & ACCOUNT MANAGEMENT

NEW BUSINESS DEVELOPMENT • ACCOUNT EXPANSION & RETENTION

Hunter-Closer. Ability to influence, present assertively, convincingly and with confidence to establish credibility and respect of others. Highly motivated self-starter, proactive, with intense focus on results. Conveys a sense of urgency to achieve business goals and exceed expectations. Leads by example with the highest level of integrity. Outstanding communicator skilled at motivating team members to deliver success to the team and the organization.

Executive Presentations	Needs Assessment	Competitive Analysis
New Business Development	Client Relations	Tradeshows
Customer Relationship Management (CRM)	Customer Service	Cold Calling
Account Management/Retention	Pricing & Contract Negotiations	Marketing Development
Account Acquisition/Expansion	Referrals/Prospecting	Face-to-Face Sales

PROFESSIONAL EXPERIENCE

STAAR Corp, Chicago, IL

Distributor of Broadband Outside Plant products, providing End-to-End telecommunication solutions for ISP's, MUNI's, and commercial clients network deployment and maintenance.

Sr. Sales Manager, (2025 – July 2025)

Recruited to utilize experience to Hire, Train, and Mentor Salespeople based on their strengths and weaknesses.

Within 90 days of initial evaluation conducted a needs assessment and developed a recruitment and training plan for salespeople.

- Hire and onboard salespeople based on business needs.
- Initiated and implemented a formal ongoing training program, including sales techniques, product knowledge and performance expectations.
- Continue to mentor and evaluate salespeople, setting performance goals and providing ongoing feedback.
- Taught the importance of conducting a SWOT analysis-which resulted in the identification of a new tracer wire supplier that equates to a 46% mark up in cost that only matches the competitor price and still leaves room for additional margin.
- Conducted joint meetings with sales trainee and with existing customers to better understand their growth goals for 2025 and for 2026 in their department and how we can better support their efforts, resulting in referrals horizontally and vertically in the clients' company and more sales.

ServiceMaster DSI, Rockford, IL

The Nation's leading provider of residential and commercial disaster restoration services.

Business Development Manager, Hybrid (2024 – 2025)

Promoted and sold services to existing and prospective customers through a relationship-based approach.

Establish, develop, and maintain business relationships with current customers and prospective customers in the assigned Northwestern Illinois "Rockford" territory/market segment to generate new business for the organization's products/services.

- Analyzed the territory/market's potential and determined the value of existing and prospective customers to the organization.
- Demonstrated products and services to existing/potential customers and assist them in selecting those best suited to their needs.
- Made telephone calls and in-person visits and presentations to existing and prospective customers.
- Utilized proven sales process to establish rapport, interest, a solution, uncover customer objections/concerns by understanding the buying motive, and gaining commitment closing the sale.

Graybar, Glendale Heights, IL

Leader in the distribution of high quality electrical, communications and data networking products. Specializes in related supply chain management and logistics services.

Senior Outside Sales Representative, CommData, Broadband Utility, Remote (2018 – 2023)

Responsible for Broadband Outside Plant contractor market in WI, IL, IN, MI.

Achieved budget plan by developing new opportunities with strategic vendors and establishing personal rapport with prospects and current clients.

Drove and delivered successful sales initiatives including:

- Cultivated new and existing relationships with contractors and manufacturer's reps in person and via remote collaboration tools including Zoom, FaceTime, Google Meet, Microsoft Teams, and Dropbox.
- Identified key issues, goals, objectives, and barriers.
- Presented benefits of proposed solution to meet customer needs.
- Utilized Salesforce to track sales journeys from identification to closed.
- Conducted joint calls with strategic suppliers to provide presentations of new products to current and prospective clients from entry level technicians to C level Executives.
- Reported industry trends, market conditions, and competitor activities to Marketing and Sales teams.

Axiom Technology Group Inc., Westmont, IL

Facilitates requirements in IT and Talent solutions. Specializes in providing premier services for financial services, healthcare, insurance, public sector, and travel industries.

Business Development Manager, Hybrid (2015 – 2018)

Identified and qualified opportunities for new business in the public and private sector Nationwide.

Drove revenue in all lines of business including software sales, consulting, and professional services to new customers.

Drove and delivered successful sales initiatives including:

- Managed sales cycles within existing customer accounts.
- Targeted new accounts with the goal of meeting and exceeding quarterly annual sales targets.
- Conducted presentations to all levels of customer management for each phase of the sales process.
- Communicated value proposition for all solutions and services while building and keeping Senior Executive level relationships.

VIVA USA, Inc, Rolling Meadows, IL

Woman and Minority Owned Technology and IT consulting company.

Business Development, Account Executive (2012 – 2015)

Managed support for all assigned accounts via prime vendor, MSP, and direct utilizing VMS tools.

Increased business with existing clients. Revitalized dormant client relationships.

- Attended networking and industry events to evaluate and find new clients.
- Maintained correct CRM records and data.
- Re-established rapport with dormant clients' accounts that resulted in adding twenty additional recruiters.

Millennium Technology Partners, Lake Geneva, WI

Enterprise-level provider of solutions & fiber optic materials for broadband networks.

Business Development Manager, Hybrid (2011 – 2012)

Cultivated relationships with key decision makers at all levels to close deals and reach quota.

Increased Indiana Outside Plant market via cold calling from \$0.00 to \$1.2M within 10 months.

- Managed vendors and contractors for coordinated product delivery for on time project completion.
 - Prepared USDA "RUS" and ARRA "BTOP" quotes in compliance with "Buy American" provisions.
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Communications Supply Corporation (CSC), Carol Stream, IL

Subsidiary of WESCO International Inc. distributes a full range of data communications and security products and services. CSC and WESCO form the largest data communications, security, and electrical network in North America.

Business Development Regional Leader (2011 – 2011)

Increased utilization by 35% resulting in profitable sales volume growth and increased wallet share.

Inside Sales, Super User and Business Development Regional Leader (2010 to 2011)

Drove user adoption, implementation, and training of the new ERP system as a "Super User."

Conducted training for ERP System including report schedules, audit task list, sales order management, administration, operations procedures, and best practices.

- Supported, reinforced, and resolved pre- and post-conversion training/issues.

Inside Sales Representative, Indianapolis, IN (2009 - 2010)

Relocated to the Indianapolis branch to build and develop business for the Indiana and Kentucky market.

Increased orders by suggesting related items, explaining features, and reviewing buying history.

- Obtained orders by answering phone calls, verified/entered items, reviewed expected delivery dates.
- Reviewed open customer order reports and acted on open items.
- Prepared, generated, and followed up on Voice/Data/Video/Security/ quotations to secure orders.

Business Development Rep (2008 – 2009)

Used effective cold calling strategies and developed lead qualification scripts for new hires.

Established a \$15.5M sales pipeline within 9 months in the public and private sectors.

- Qualified and developed opportunities from marketing, outside sales and national accounts.

EDUCATION

General Education, Elgin Community College, Elgin, IL

PROFESSIONAL DEVELOPMENT

Sales Advantage "Sell Like a Pro" certificate, Dale Carnegie Training, West Allis, WI.

Lean Six Sigma Green Belt, fkiQuality and the Lean Six Sigma Masters Program, College of DuPage, IL.

TECHNOLOGY

Salesforce.com, Microsoft Office, Zoom, FaceTime, Google Meet, Microsoft Teams, Dropbox, SAP

