

John Smith

Personal Profile:

Key Account Manager / Sales

Highly competent in the following key skills: sales, marketing, business development, and sales consulting. Recognized as a visionary and creative thinker adept at increasing sales by managing, training, and motivating sales organizations. Fully capable of increasing sales or taking a new product or service and getting it off the ground. Consistently demonstrates excellent follow-through with clients and recognized for superior customer satisfaction. Identifies clients business challenges and collaboratively shapes solutions to meet their needs by acting as relationship builder, solution identifier, and problem resolution expert with wide ranging experience in growing sales, gaining client loyalty, and creating customer satisfaction.

Key Skills and Strengths:

- Dependable team player who maintains strong customer service relations and communicates well with accounts.
- Analyzes, establishes, initiates, coordinates, and implements new marketing processes and procedures.
- A gifted visionary with the determination and skills needed for driving organizational excellence.
- Listening and interacting with clients at all levels and the building of positive customer relationships.

Key ability to innovate and lead an increase in product sales and services. Very energetic with a great work discipline and a tremendous work-ethic. Results oriented with a go anywhere and do whatever it takes to get the job done attitude. Very creative, problem solver, hands on, and entrepreneurial sales leader. Equipped with outstanding organizational skills, an excellent work ethic, and a strong desire to succeed; possesses a strong sense of customer service responsibility.

Professional Experience:

Steel Box, Springfield, IL

November 1990 – Present

Key Account Manager/Sales

- Manage all steps of the sales cycle including cold calls, sales presentations, specifications, price quotations, order fulfillment, shipping, trouble shooting, and collections when necessary within my New York territory.
 - Consistently demonstrate excellent follow-through with clients and recognized for customer satisfaction.
 - Extraordinary ability in account management with strong communication and excellent presentation skills.
 - Prepare detailed and executive-level presentations, major market reports, and customer mailing lists.
 - Establish working relationships with accounts and brought new clientele through referral based business.
 - Monitor all inquiry calls and complaint calls and collaboratively shapes solutions for client's accounts.
 - Train and develop team to ensure complete product knowledge and account sales productivity.
 - Process all customer orders from accounts; consistently assist customers with issues and deliveries.
 - Mentor newly hired employees to consistently ensure establish protocols and guidelines were followed.
 - Monitor all aspects of team performance for compliance with customer service standards and policies.
 - Responsibilities include handling customer complaints and successfully preserving customer relationships.
 - Proven ability and deeply experience in providing strong organizational leadership and active participation in account management that resulted in significant success in customer satisfaction and sales productivity.
 - Work with the marketing team to assure customers and their patients were receiving a highest level of service.
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Vice President of Sales

- Managed and supervised day-to-day operations of the business to ensure optimal crew productivity
- Had a profound understanding of the marketplace in order to help place successful bids on contracts.
- Exceptional ability in utilizing and learning unique tools and equipment within the painting trade.
- Used hands on approach as well as strong managerial skills with painting crews and fellow workers.
- Efficiently monitored job sites and develops new and useful methods to complete work as scheduled.
- Reviewed financial records, such as: income statements, inventory control, and internal audits expenditures.
- Fully responsible for selling and managing a multi-million dollar book of accounts and for ensuring sales gains.
- Responsibilities included: finding business in segments served and adjacent industries, presenting value-add sales services provided by top-tier Account Executives and agents that are highly skilled sales closing experts.
- Highly competent and vast experience with demonstrated success in working with C-level executives.
- Supervised production for high quality service by building a strong team and working efficiently and safely.
- Responsibilities included teaming with Marketing to initiate targeted offerings, developing collateral and seminars to successfully drive sales, and earning new business resulting in increased profitability.
- Consistently demonstrated excellent follow-through with clients and recognized for customer satisfaction.

Senior Product Manager

- Initiated the product planning and execution throughout the product lifecycle, including: gathering and prioritizing product and customer requirements, defining the product vision, and working closely with engineering, sales, marketing, and support to ensure revenue and customer satisfaction goals are met.
- Participated in meetings related to development of overall business strategy and operational guidelines.
- Deeply Experienced in initiating product planning and execution throughout the product lifecycle, including: gathering and prioritizing product and customer requirements, defining the product vision, and working closely with Sales and Marketing Services organizations to ensure revenue and customer satisfaction goals were met.
- Created and executed strategic product planning, and collaboratively shaped solutions to resolve issues.
- Routinely managed a team that operated day-to-day activities of validation and communications efforts.
- Consistently led, coordinated, and supervised work toward the achievement of the end goal of making the product into a reality by designing, launching, operating, marketing, and managing it throughout its life cycle.
- Managed and maintained close vendor relationships while actively organizing reseller events and trainings.
- Ensured that the product and marketing efforts supported the company's overall strategy and goals.
- Identified product challenges and collaboratively shaped solutions to resolve issues and improve products.

Sales/Marketing Trainee

- Routinely acknowledged among peers and received numerous monthly sales awards and incentives.
- Developed analytical skills required to efficiently manage and supervise employees by identifying data trends.
- Strong management ability demonstrated to interpret data and analyze reports effectively for sales growth.
- Trained and developed other Territory Managers to achieve their maximum in alignment with company goals.
- Continuously gathered market and customer information to provide feedback on future buying trends.
- Acted as an all-round business consultant to identify how to make the company more profitable.
- Consistently negotiated variations in price, delivery, and specifications with the company's Managers.

Education

Springfield University

Major in Business Administration

Bachelor's Degree