

Tom Johnson

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PROFILE

To obtain a position as (TITLE) [I'll explain how/when to use this]

EXPERIENCE: Sales Manager who has directed successful teams and managed national/global accounts for 10+ years.

LEADERSHIP: Proven motivator who wins the trust and confidence of sales teams by setting clear expectations and recognizing success.

QUALIFICATIONS

- Sales Strategy
- Consultative Sales
- Project Management
- Training & Coaching
- Product Knowledge
- Performance Evaluation

EXPERIENCE

ACME TELEPHONE Oakbrook, Illinois 2008-Present

TECHNICAL SALES MANAGER (2016-Present)

Key Account Management: Direct a sales team and manage key accounts (communication applications and data services) for clients in health care, education, and government. Oversee all phases of projects from initial meetings to installation and follow up (avg. sales cycle 6-18 months). Drive consultative sales by listening to clients and devising solutions that increase ROI, cut costs, improve customer/employee satisfaction, and ensure compliance. Collaborate with clients to develop budgets and timelines. Negotiate agreements and pricing, working closely with Finance to ensure margin.

- Grew annual sales from 48% to 76%.
- Drove sales of a key product from 40 to 60 per month by asking clients about competitors and making adjustments in content, price, and delivery.
- Personally managed key client relationships that include Advocate Health Care, North Shore Health System, St. Vincent Health Care, University of Notre Dame, University of Illinois, State of Indiana, State of Illinois, and City of Indianapolis.

Team Leader: Supervise a team of 7 sales representatives. Interview and hire new staff. Motivate each employee to his/her personality and by setting clear expectations for success. Train staff on product knowledge and sales skills. Conduct monthly performance evaluations. Take initiative to resolve escalated customer service issues. Collaborate across departments to ensure that deadlines are met.

- Mentored two employees who have been promoted, one to management.
- Led several rollout projects.

REGIONAL SALES MANAGER (2012-2016)

Supervised a team of 8 Sales Executives who marketed WAN networking products and web hosting applications throughout Illinois. Trained staff to demonstrate value against competitors who offered lower price. Developed employees' consultative sales skills, especially how to recognize clients' needs. Ensured presence and follow up in a market where retaining customers was vital. Built strategic relationships with clients through events and entertainment.

- Turned around an underperforming sales team, taking it from the fourth quartile to the first quartile in six months. Drove annual sales growth from 36% to 78% by setting clear expectations for performance.
- Ranked 3rd of 56 reps in the Midwest, achieving 167% of quota (2013).
- Achieved 155% of quota (2012).

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GLOBAL ACCOUNT MANAGER (2008-2011)

Drove new business and grew key account relationships with a global leader (McDonalds). Managed relationship sales, penetrating all levels of the organization. Worked with McDonalds vendors to establish service across an international network

- Negotiated a large added value agreement to host website and data storage services.
- Sold and led a \$6 million rollout project for international VPN services.
- Recruited from a leading competitor (MCI) after being named to President's Club (2008).

EDUCATION

CHICAGO STATE UNIVERSITY Chicago, Illinois
BS, Business Administration

TRAINING

Completed several seminars in Consultative Sales from leading industry consultants.

TECHNICAL SKILLS

CRM: Salesforce; **MS Office:** Excel, PowerPoint, Word, Outlook;
Networking: Broad understanding of Cisco networking equipment, and WAN/LAN networking. Adapt quickly to new technologies