

JOHN MCCOY

Account Executive

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Summary

Sales specialist with a comprehensive background supporting account management teams leveraging database management, teamwork, computer and interpersonal skills. Major strengths in leadership, organization, and attention to detail as well as verbal and written communication skills. Exercises exceptional judgment and works both independently and within a group setting. A well-organized, solutions focused professional who takes pride in work and fosters collaborative and positive client relationships. Adept at driving increased revenues through the identification of new sales opportunities. Skilled in Word, Excel, PowerPoint, Access, and Outlook.

Key Skills

- Sales Methodology
- Relationship Building
- Leads Generation
- Opportunity Identification
- Client Relations
- Profit Generation
- Value Added Selling
- Team Collaboration
- Negotiation Techniques

Professional Development

- Level 2 6 Sigma Sales Executive
- CPSC Certified

Work History

2014 - Present

Sales Support Specialist

QuickCloud Inc.

Performed a full range of administrative sales support duties for 5 Account Managers. Drafted and prepared reports and correspondence and managed domestic travel arrangements. Maintained customer database, screened/answered telephone calls and handled general office management duties. Facilitated Account Managers in the development of sales and marketing collateral.

- Managed and updated Salesforce customer database of over 10,000 current and prospective clients.
- Created and generated monthly sales reports for Account Management team charged with producing annual revenues of \$25.8M.
- Negotiated up to 5 order status issues daily with Customer Service and the manufacturing facility.
- Supported shipping department with a volume of approximately 75-100 shipments a week.
- Trained and supervised Receptionist whose duties included accounts payable and time reporting for 15 employees.
- Conceptualized, implemented and tracked quarterly sales promotional programs resulting in a 10% increase in customer contacts and approximately \$275,000 in additional sales.
- Spearheaded "Post Order Follow-Up" Program for tracking large orders after order placement. Program was instituted across the South Central Region for tracking as many as 1250 orders per month.
- Coordinated office decommissioning with successful transition of equipment, supplies and training of new support staff that resulted in a \$100,000 per month cost reduction.
- Designed, formatted and edited "The Challenge," a company-wide newsletter distributed to approximately 500 administrative and management personnel.

2013 - 2014

Customer Service Representative

Supportly.com

Supported field service operations and in-house service operations for equipment. Daily customer communication, data entry and database management. Assisted in transitioning the local service center to the region service center.

- Supported seven field service technicians responsible for repairs of our color printers, and 15 in-house service technicians responsible for repairs of test and measurement equipment.
- Processed and tracked as many as 20-30 pieces of test and measurement equipment brought in for repair on a weekly basis.
- Dispatched field service technicians to on-site locations for printer repairs, handling approximately 30-50 calls per day.
- Followed up with clients following service to ensure 100% client satisfaction and upsell additional services based on client requirements.

Education

2008 - 2012

Bachelor of Science, Business Administration

Tuscon, AZ