Career Goal: Sales Manager at Wachovia Bank



Steven L. Johnson



[stevenl@gmail.com](mailto:stevenl@gmail.com)

+36 30 456 78 34



OverView

Dedicated sales professional offering a strong combination of new business development and customer relationship management for existing clients. Five years of experience in supervising and developing sales teams.



KEY STRENGTHS

* **Genuine sales expertise**, confidence, and inner drive to establish new client relationships.
* **Excellent customer service mindset** coupled with strong interpersonal skills – ability to maximize sales for existing clients and resolve potential service issues.
* **Natural leadership capabilities** supported by solid experience in supervising and developing sales teams to continuously exceed goals.



Professional Experience

**Account Executive – Flexible Payroll Solutions, Springfield, NC 2013–present**

* Develop new customer relationships to drive sales of payroll and tax-filing services.
* Maintain excellence in customer service of existing clients by answering questions and resolving problems.
* Consistently ranked #1 in sales among 10 account executives.

**“Steve’s strong customer relationships have been instrumental in maintaining client satisfaction ... he is extremely client-focused and is always in our clients’ operating reality.”**

~ John Truliant, Executive Vice President, Flexible Payroll Solutions

**Retail Planning Manager, Hanesbrands, Inc., Springfield, NC 2011–2013***Polo Ralph Lauren division split from previous employer, Sara Lee, because of reorganization*

* Managed retail planning on behalf of a multi-billion dollar customer of Hanesbrands.
* Maintained effective working relationships with forecasting, customer operations, and marketing departments to maximize forecast accuracy and ensure timely inventory flow.
* Fulfilled business partnering for the client’s Retail Planner by suggesting process and planning improvements.

**Sales Service Manager, Sara Lee Springfield, NC 2007–2011***Polo Ralph Lauren – later split into Hanesbrands Division*

* Supervised and developed a team of sales representatives and sales analysts.
* Attended meetings with key accounts to assist in setting next season’s buy.
* Ensured prompt customer service issue resolution through personal intervention and close working relationships with internal departments.
* Conducted meetings for sales representatives to share business insights and monitor performance versus last year and current year forecast.

**Selected Accomplishments as Sales Service Manager at Sara Lee:**

* Achieved $7.1 million in sales on a new Ultimate brand launch.
* Exceeded sales goals by placing a new product in 83% of key accounts, thus increasing penetration of existing product from 6.9% to 10% across all doors.
* Implemented a defective allowance policy across all department stores resulting in $500,000 annual savings.

**“This division accounted for 30% of sales increase over last year, and Steve was an important contributor to that accomplishment.”** ~ Michael Davenport, President of Sales, Sara Lee Branded Apparel



EDUCATION

**Bachelor of Science Degree in Business Administration – Concentration on Marketing Wake Forest University, Winston-Salem, NC (1999)**

**Additional training**

* Customer Service Excellence Program
* Management/Supervisory Training
* Ethics of Selling



**COMMUNITY INVOLVEMENT / HOBBIES**

**Organization of Sales Leaders in North Carolina** – former president and current member

**Winston-Salem Chamber of Commerce** – volunteer through company affiliations

Hobbies include reading, cycling, and golfing