

James Chan

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PROFESSIONAL SUMMARY

Dynamic and results-driven senior leader with over 20 years of successful new business development, competitive market share expansion, and customer relationship development. Leveraged finely-honed interpersonal and time management skills to successfully manage a team and increase profitability achieving corporate goals and objectives.

Energetic and goal-oriented with a genuine passion for sales strategy and a well-rounded background to support a progressive organization in optimizing performance and growth.

Outstanding communication and interpersonal skills, analytical and problem-solving skills, organizational ability, facilitation skills, and presentation skills.

WORK EXPERIENCE

2020-

Kari-Out Company-

East Coast Regional Manager

- Led and mentored sales team to YOY target goal throughout each managed territory
- Manage territory by implementing long/short terms sales strategies for targeted regions
- Develop and direct field strategies and allocating resources to grow market share and profitability against volume targets
- Led leadership execution of SKU Rationalization project to boost productivity and dissolve low impact products
- Develop and manage relationships with key customers to expand demand for unidentified potential markets
- Responsible for preparing and completing action plans, implementing production, quality assurance and customer service standards, resolving problems, identify trends, determining regional sales systems improvements
- Conduct quarterly review with customers to evaluate performance versus plan and evaluate effective programs or promotions to provide high service levels
- Main sales contributor for Dynamics 365 implementation to build analytical KPI tools for sales implementation and improvement
- Presented new items sales orientation and training programs
- Trained and coached sales representatives assigned to each territory
- Act as liaison between customer and manufacturing to develop specific products for private labeling or unique product categories
- Represent team at trade shows and assisting with booth set up, sales presentations and customer meetings
- Work directly with Pricing team to provide competitive/profitable revenue growth
- Led cross-departmental initiatives to develop and pursue cost reduction programs

2019 - 2020

A. Rudin LTD-

Northeast Region Senior Representative

- Develop and maintain accurate sales forecast information for the Region.
- Deliver effective sales presentations and propositions to customers to persuade them to buy.
- Support ERP projects for data clean up and implementation
- Work closely with the regional team to support and coordinate bid activity. Develop and implement a robust follow up process to improve win rate and expand our scope of work through greater customer integration earlier in the design cycle promoting our capabilities as an integrated partner.
- Working with the Sales organization and Manufacturing, lead the demand forecasting process up to the production planning handoff.
- Continuously improved forecasting techniques, method, and approach. Evolve and maintain documentation and standard operating procedures for demand planning processes and systems

1999 – 2019

Holly Hunt Enterprises-

Senior Account Manager

- Development of new business at existing accounts and opportunities at new direct
- Development of technical sales proposals establish pricing to customers by understanding market conditions to determine value created, competitive pricing and cost analysis.
- Primary contributor to sales segment of CRM development. Provided support to the sales and marketing team by ensuring a functioning CRM system. Key designer on platform layout and system design.
- Provide leadership support to the other company business functions in the development of client solutions and transportation pricing requests that promote profitable revenue growth
- Managed sales side design and deployment of new and existing operations and systems, ensuring that initiatives were positioned strategically to optimize the network and take full advantage of new services.
- Exceed the business' objectives of revenue growth for the region through greater integration with existing customers and through deep market analytics expanding our customer base to include meaningful large contractors across the region.
- Managed the business development, marketing, and product support responsibilities for assigned business to develop and improve the win rate through key account selection and value proposition development and delivery.

1996 - 1999

John Rosselli and Associates-

Account Manager

- Maximized company sales growth and profitability through outstanding product knowledge, creative sales skills, and merchandising techniques
- Provided optimal customer satisfaction via knowledge and expertise in furniture, case goods and accessories
- Maintained communication with vendors, corporate personnel, and service staff to maintain timely delivery and follow through on all sales transactions

