

Jonathan M. Ross

New York, NY | (516) 662-9617 | JMR5180@gmail.com | www.linkedin.com/in/jonathanross516

KEY ACCOUNT MANAGER – SENIOR ANALYST

Analytically oriented Account Manager who offers a high-level of customer relationship management, sales forecasting, and a proven track record of achieving growth and retaining high profile accounts. Adept at interpreting cross-departmental service level expectations and growth opportunities between Operations and Sales Executives. Known as an impactful hands-on leader who establishes a vision and is able to execute measurable outcomes.

- ❖ Client Relationship Management
- ❖ Project Management & Execution
- ❖ Contract Negotiation
- ❖ Service Data Analytics - KPI Metrics
- ❖ Sales & Growth Forecasting
- ❖ Client Presentations

PROFESSIONAL EXPERIENCE

GoodEarth Distribution, Fort Lee, NJ

2023 – 2024

National single source distributor & manufacturer of cleaning, maintenance, office and food supplies. Providing service to over 10,000 Corporate and Franchise locations.

Key Account Manager & Inside Sales Support

Maintained and developed the company's highest profile accounts including Equinox, Soul Cycle and OrangeTheory encompassing \$25M of revenue.

- Developed project plan for Equinox Eco-Friendly initiative increasing revenue by 12%
- Created and monitored sales performance reporting metrics for all key accounts to identify areas of improvement in service and products increasing SLA results to 98% compatibility
- Conducted quarterly business review with all accounts to assess performance, identify areas for service improvements, propose solutions, savings opportunities, and support client initiatives to increase profitability
- Led project plans and onboarded new accounts totaling \$3M, such as Chelsea Piers, including tasks for all internal departments and external 3PL fulfillment centers and trucking partners
- Led the sales effort to unload \$300k of excess salon products by cold calling wholesalers and corporations

Select Express & Logistics (*acquired 2020*), AIT Worldwide Logistics, Secaucus, NJ,

2011 – 2023

Specializing in national customized final-mile delivery, warehousing, and fulfillment services for the nation's top retailers.

Senior Key Account Manager & Lead Inside Sales Senior Analyst (2016 -2023)

Managed team of Account Managers to build and maintain relationship status with company's most high profile clients. Compiled and analyzed data for the Sales Team to identify new business opportunities.

- Supervised Account Management Department ensuring client service expectations were achieved and additional growth opportunities pursued. Serviced over 10,000 retail locations contributing to \$50M in revenue.
- Executed 50+ RFP's annually for prospective business opportunities by providing pricing and operational cost analysis
- Developed a comprehensive training program focusing on strategic account development which became a cornerstone of the department's onboarding process.
- Compiled financial and service analytics for Corporate Ownership to assist in the company's eventual sale
- Led quarterly business performance reviews with major accounts, using KPIs to benchmark progress and identify growth opportunities.
- Represented company's offerings at several clients annual summits, speaking and leading Q+A for groups of 100+
- Maintained and organized Sales CRM Tool and client database
- Created and oversaw the foundation of the company's social media outlets to increase visibility and engagement

Key Account Manager (2013-2016)

Maintained the highest profile clients by managing relationships and strategic initiatives encompassing 3,000 retail locations and over \$25M in revenue.

- Represented as the point of contact between internal operations and all national retail locations to meet customer service goals and expectations
- Customers included: Saks 5th Avenue, Burberry, Ralph Lauren, Bed Bath & Beyond, Pier One Imports, Lowe's, Home Depot, Best Buy, and all William Sonoma brands
- Increased sales with existing client base on average by 30% year through service expansion and initiatives
- Conducted quarterly business reviews with clients to review SLA service expectations and presented upcoming growth project plans
- Led the opening and implementation of Amazon Prime NOW Delivery locations in: Dallas, TX, Miami, FL, Boston, MA, and Long Island, NY.
- On-boarded management and fleet of 100+ delivery personnel following Amazon's protocol

Quality Control Manager (2011-2013)

Created the Quality Control Department to review service performance ensuring levels are within customer's expectations

- Generated program of KPI Metrics to present to Internal Operations and Sales Executives to review day to day service performance for use in client meetings
- Hired and managed team of analysts to be able to review the growing of company's highest profile clients

EDUCATION**Bachelor of Science, Economics, 2010**

Smeal College of Business at Pennsylvania State University - State College, PA