

# Kevin Clark

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## PROFESSIONAL SUMMARY

Veteran sales and service manager utilizing a customer-centric approach and results-oriented leadership style proven to captivate audiences, improve client retention, and increase customer lifetime value in various industries and settings over the past 20 years. Demonstrated success creating national channel sales departments, before developing aftermarket sales and service programs, in technically demanding and complex work environments. Helped clients like Amazon, Google, Coca-Cola, DHL, Wayfair, Boeing and more automate their infrastructure, enabling them to operate at pre-covid production levels with post-COVID staff of 50% of less; leveraging relationships with leaders of those corporations to consistently capitalize on emerging trends and technologies.

## SKILLS

- Strategic Business Planning
- Multiple Priorities Management
- Process Optimization
- Forecasting & Budgeting
- Market Expansion
- Product Development
- Conflict Resolution
- Intradepartmental Communication
- Adaptive-Problem Solving
- Team Leadership

## EXPERIENCE

### AFTERMARKET SALES AND SERVICE MANAGER — TAWI-a brand by Piab Group

Bolingbrook, IL, May 2022 - June 2024

- Directed all after market sales, installations, service calls, field sales and repairs. Personally managing 2 technical support agents, 6 inside sales representatives, 4 field service technicians and 2 lead installers
- Increased aftermarket annual sales to \$3.66 million by 2024, an rise of 64% from 2022.
- Spearheaded cross trainings with manufactures like Becker Pumps to increase technician knowledge and drive efficiency; improving service capabilities, while decreasing time on site diagnosing.
- Created annual service contracts that were attached to all equipment sales, amongst other long-term growth sales strategies.
- Customized multi-site service agreements for key accounts like Amazon, Wayfair, Coca-Cola, DHL, L'Oreal, Boeing etc.
- Focused on cross training basic sales and service principles to all departments, boosting part sales to \$2.55 million between 2022-2024.
- Propelled profit margins to 89% by organizing economical utilization of personnel, materials and equipment.
- Recruited, coached, mentored, and evaluated personnel in order to maximize their potentials and ensure team effectiveness.
- Participated in regular meetings with senior management teams to discuss progress and challenges faced by the organization.

- Drove consumer CPR scores up 48 points by prioritizing customer preference over short term profits.
- Developed training programs for new hires in order to ensure they had the skills necessary for success in their role.
- Created team and individual incentive programs, motivating employees to exceed records, not just quotas.
- Established key relationships with vendors and suppliers to ensure timely delivery of goods and services.

### **DIRECTOR OF CHANNEL SALES — Carl Stahl Decorcable Innovations**

Burr Ridge, IL, *October 2018 - May 2022*

- Founded Carl Stahl's Channel Sales Department in 2019, creating a consistent revenue stream to offset overhead needed for bonded projects like the Golden Gate Bridge renovation.
- Created standard railing & trellis kits to decrease lead to 48 hours, down from 12 weeks, generating \$2.67 million in new business between 2019 - 2020.
- Established partnerships with Architectural Firms to create a Canadian Market.
- Partnered with the Marketing Director to create the companies first webstore.
- Developed training programs to set brand expectations for all new partners.

### **NATIONAL SALES REPRESENTATIVE — Carl Stahl Decorcable Innovations**

Burr Ridge, IL, *March 2016 - October 2018*

- Presented lunch and learns at architectural firms to expand markets and foster interest in emerging cable railing technologies.
- Created comprehensive CRM reports detailing customer needs, preferences, and feedback.
- Analyzed competitors' pricing models to ensure competitive advantage.
- Consulted with City Planners and Urban Developers to ensure local building codes were maintained

### **ELECTRICAL SALES MANAGER — Grimco Wholesale Sign Supply**

Lombard , IL, *February 2012 - March 2016*

- Promoted to Great Lakes Electrical Sales Manager in 2014, after growing CHI electrical sales 83% in 2013
- Mastered product knowledge, innovating the industry with a formula identifying exact LED quantities needed by sign.
- Partnered with China's leading LED manufacturer-Hanley LED- increasing product quality and company profile.
- Grew key accounts like 3M, Epson, Fast Signs, Avery Dennison, and Acrylite Plastics by helping them customize LED color and features.

### **BUSINESS DEVELOPMENT MANAGER — Consumer Resource Corp.**

Naperville, IL, *March 2004 - February 2012*

- Thrived in a fast pace environment; contacting 75+ customers daily through cold calling, following up on active leads, or providing customer service to existing accounts.
- Managed client relationships, providing exceptional customer service to ensure satisfaction and retention.
- Participated in networking events to build relationships with potential clients.

## **EDUCATION**

### **BACHELOR OF ARTS (B.A.) IN COMMUNICATION**

— **Western Illinois University**

Macomb, IL, US, *May 2010*