

SALES – MARKETING RESUME

🏠 0000 Greenfield Avenue, Milwaukee, Wisconsin 53214
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ACCOUNT MANAGER | SPARE PARTS MANAGER
Areas of Focus: Business Development and Sales | Material Sales

QUALIFICATIONS PROFILE

Natural leader and success-driven professional, equipped with in-depth expertise in account management, business development, program management, and spare parts sales within the aviation industry. Possess outstanding ability to negotiate and manage key accounts, while continuously driving efforts in generating new business leads. Excel in establishing productive business relationships with clients, colleagues, and other stakeholders to ensure efficient business transactions. Exemplify expertise in spare parts planning and forecast, customer support, spare parts and production analysis, and market trend assessment. Thrive at formulating and implementing strategic initiatives to secure market penetration, account base expansion, and revenue growth. Demonstrate effectiveness in communicating organizational mission with stakeholders, utilizing multilingual fluency in English, Portuguese, and Spanish.

PROFESSIONAL EXPERIENCE

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SPARE PARTS REPRESENTATIVE (SPR)

AUG 2009–PRESENT

- Leverage expertise in managing a wide spectrum of key accounts, such as JetBlue, Air Canada, Mesa Airlines, Republic Airlines, Trans States Airlines, Sky Regional Airlines, and AAR.
- Drive business growth through implementation of spare parts sales and aftermarket programs, such as Vendor Managed Inventory (VMI) and Pool.
- Carry out the administration of accounts receivable and provisional list for customers on material sales.
- Provide exceptional assistance to customers with various material-related matters, including order management and invoice payments.
- Serve as liaison between headquarters in Brazil and customers.
- Develop strategic plans and forecast analysis report to drive sales operation and new business development.
- **Formulated and implemented an automated tool in uploading invoices into the customer's (JetBlue) accounts payable (AP) website.**
- **Obtained the Most Valued Employee Award in 2012 by collaborating with a colleague in a project in charge of setting up Shell's account and establishing initial provisional List (IPL).**
- **Received commendations from customer for providing top-quality services and immediate response to client queries, which included achievement of a values card from JetBlue account manager for going above and beyond the call of duty.**

ANALYST – PLANNING AND OPERATIONAL SUPPORT

JUN 2006–AUG 2009

- Piloted the implementation of VMI program, generating \$18M in annual revenue.
- Performed strategic analysis of production to provide sound recommendation to customer in accordance with levels of stock.
- Conducted order and spare parts analysis, customer weekly updates, and future stock and parts availability forecast.
- Utilized cutting-edge technology software and programs, such as Sevigistics for inventory analysis and Servigistics, Illustrated Parts Catalog (IPC), and SAP for interchangeability analysis.

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- Supported fleet reconfiguration campaigns through proactive coordination with repair centers in Europe, South America, Asia, and North America.
- Ensured timely communication of feedback on optional stock and order status to assist in facilitating backorders for customers.
- Made use of SAP software in transferring orders for onsite stock replenishment.
- Worked in partnership with the Purchasing Department in Brazil in promoting sales and reducing lead time for orders placed by the customer.
- **Guaranteed sufficient level of stock through application of upgrades and service bulletins, in coordination with service centers.**

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PLANNING ANALYST

JAN 2000–JUN 2006

- Devised plan and projection of goods usage and executed daily analysis of customer orders and market trends.
- Accomplished goods analysis by managing diverse areas, such as pricing, cost, promotions, and products image.
- Took charge of administering contracts renewals and implementing new businesses.
- Focused on generating business leads by delivering comprehensive presentations and conducting customer site visits.
- **Initiated system upgrades that drove the automation of processes, from manual input to bar codes.**

EDUCATION

BACHELOR OF ARTS IN POLITICAL SCIENCE: DEC 2009

Florida Atlantic University, Boca Raton, FL | *Graduated cum laude*

PROFESSIONAL DEVELOPMENT

SAP Training | Lotus Notes Training | Servigistics Training
Time Management and Prioritization Skills Training

COMMUNITY INVOLVEMENT

Volunteer, Back-to-School Backpack Program, Calvary Chapel
Volunteer, Kids in Distress Foundation

TECHNICAL ACUMEN

Microsoft Office Suite (Excel, Word, and PowerPoint) | Lotus Notes | SAP | Servigistics