EMILY BRAUN

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Accomplished, results-oriented sales professional with more than 10 years of experience in business development, revenue growth, territory expansion, and account management

Responsive, client-centered individual with innate sales ability and desire to succeed. Delivered ten-fold increase in revenue in current role. Recognized for problem-solving skills, ability to thrive in high-pressure environments, and strong interpersonal communication skills. Consistently demonstrate persistence and exceptional follow-through to meet business objectives and ensure client needs are met. Computer skills include Microsoft Word, Excel, and Outlook.

Key Areas of Emphasis:

- Sales / Client Service
- Key Account Management
- Market Expansion
- Transportation / Logistics
- Territory Growth
- Client Relations
- Planning / Goal Setting
- Competitive Analysis
- Problem Resolution
- Forecasting
- Pricing Analysis
- Negotiations

WORK EXPERIENCE

Trucking Management Ltd. – Omaha / Fremont, Nebraska 1999 – Present
Regional Sales Manager, 2/2006 to Present

Held a series of progressively responsible positions (Manager Trainee/Account Manager, 1999 to 2001; Pricing Analyst, 2001 to 2002; and Account Manager, 2002 to 2006), culminating in current role with third-party logistics firm/freight forwarder/owner-operator of trucks and container yard facilities in Omaha, Fremont, and Denver. Company has 500 employees.

Direct business development and management of existing accounts across all lines of business in territory encompassing Nebraska and Iowa. Also service international customers in Canada, Australia, and the Netherlands. Sell logistics services, freight forwarding, domestic intermodal transportation solutions, short-haul trucking, over-the-road transportation, and air freight and LCL services to manufacturers. Manage customer relationships from lead generation through post-sale relationship management. Coordinate customer service and problem resolution with account managers in the Omaha and Fremont offices.

- Grew load count (number of loads shipped in territory annually) by 900% while growing revenue by more than $3M annually.
- Successfully landed multiple new accounts which have increased company's revenue and growth. Currently manage 11 of the company's top 20 international accounts.
- Led company's introduction to the Iowa market for freight forwarding services.
- Effectively manage account relations through e-mail and phone as well as face-to-face.
- Developed and implemented customer relationship management/follow-up system using Excel and Outlook to ensure timely account service.

Continued…

- Increased company's market share by acquiring customers from competitors through a combination of understanding service needs, value-added service delivery, and competitive pricing.
- Took on additional responsibility of assisting with human resources functions (providing training to three employees conducting screening of employment candidates) from Dec. 2007 to July 2008.
- Consistently successful in persuading new customers to switch service providers. Through results, prove to clients that company has the resources, attention to customer service, and prices to make switching worth their while.

Account Manager, 1999 to 2005

Coordinated freight deliveries by phone and e-mail with dozens of customers each day. Maintained and updated spreadsheets to track multiple large container pools. Monitored container deliveries, status of loaded and empty containers, and container per diems. Negotiated linehaul rates with North American railroads. Calculated and quoted shipment rates. Responded promptly to customer information requests to meet deadlines. Supervised one employee (management trainee).

- Successfully managed more customer accounts than any other account manager.
- Proactively communicated track/trace information to customers to ensure they always knew shipment status.
- Secured necessary containers for fourth quarter shipments despite heavy demand. Collected customer data and prepared forecasts for shipping projections during busiest time of year. Efforts helped ensure container availability, saving the company (and customers) time and money.

VISITNET Corporation – St. Louis, Missouri 1999

Marketing Assistant (Internship)

Conducted merchandising audits and developed direct mail and advertising communications. Performed market penetration studies.

EDUCATION & AFFILIATIONS

Bachelor of Science in Marketing (1999)

UNIVERSITY OF MISSOURI – ST. LOUIS – St. Louis, Missouri

– *Member/Historian, Delta Mu Delta National Honor Society*

Associate of Arts Degree (1997)

SOUTHWESTERN COMMUNITY COLLEGE – Louisville, Iowa

– *Dean's List; President's List*

Member, American Marketing Association, 1999–Present