

SAMUEL A. STEPHENS

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PROFESSIONAL SUMMARY

Sales professional with extensive experience in account and customer relationship management; cultivates, nurtures and maintains long-term customer relationships to boost sales and grow brand visibility.

SKILLS

- Revenue and profit maximization
 - Strategic account development
 - Energetic and driven
 - Excellent communication skills
 - Effective trainer
 - Persuasive negotiator
 - Strong interpersonal skills
 - People-oriented
 - Motivated team player
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WORK HISTORY

05/2010 to 11/2014

Commercial Area Sales Manager

Mitsubishi Electric HVAC – Kansas City, Missouri

Mitsubishi Electric HVAC is a leading marketer of innovative air-conditioning and heating technologies in the United States and Latin America for 30+ years with over 200 employees and annual revenue of \$400M USD.

- Set sales objectives for multi-state sales region
- Manage multiple distributors effectively
- Set goals and quotas for each distributor in the region
- Actively participate in Distributor Sales planning
- Work closely with distributors to meet and exceed goals
- Develop commercial market and market strategy within assigned region
- Call on local architects, engineers, and design-build professionals to educate them on Mitsubishi Variable Refrigerant Flow systems, other Mitsubishi products and their applications
- Provide technical training to distributors, engineers and project owners
- Develop relationships with local engineers, architects, contractors and others responsible for creating commercial design specifics
- Participate in local professional networking groups, industry associations and functions
- Attend and participate in industry trade shows
- Develop relationships with utility companies and builders
- Prepare and deliver educational and technical presentations to architects, engineers, contractors and other personnel
- Assist with design and application of Mitsubishi products
- Keep record of job bids and maintain accuracy of job bid database for the region
- Advise Commercial Manager and Business Unit Director on market conditions, including competitive landscape and market opportunities
- Establish and maintain positive working relationships with all interconnected areas of Mitsubishi to provide cohesive and effective delivery of product and service to distributors and consumers

06/2008 to 04/2010

Equipment Project Manager

Trane Commercial HVAC – Kansas City, Missouri

- Responsible for timely completion of assigned projects and customer satisfaction
- Planned and analyzed assigned projects, established schedules and project parameters and set procedures to accomplish system objectives, involving complex equipment applications
- Communicated with and provided technical assistance to customers and their representatives, including building owners, engineers, mechanical contractors, other trades, subcontractors, and field support staff
- Maintained customer satisfaction by investigating concerns, implementing corrective action, and communicating with customers and assigned staff
- Established a professional relationship with the customer and interfaced constantly to maintain accurate status reports and project reviews.
- Built relationships with customers and the community, to promote long term business growth

01/2005 to 05/2008

Direct Account Manager

Trane Commercial HVAC – Kansas City, Missouri

- Provided knowledge and consultation in the form of developing HVAC system related solutions for customer's problems, including financial and performance-based considerations
- Developed multiple relationships with buying influences in the customer's organization, including facility manager, project managers, project engineers, and purchasing.
- Developed and executed an account specific business plan to identify the long term, mutual support requirements required to facilitate a strong, profitable and successful partnership

- Identifies potential opportunities with existing and new customers, converted leads into opportunities by assigning the appropriate sales process, identifying the required sales team members, making assignments, and communicating the next steps in the process
- Provided quotes for service repairs, change outs, IAQ, and energy solutions including quotes for time and material as well as fixed price services
- Determined project needs, constraints, and responsibilities to meet all of the customer's HVAC system design and installation requirements

01/2002 to 08/2003

Production and Process Engineering Co-op

Unilever HPC – Jefferson City, MO

- Performed troubleshooting of batch processes and implemented corrective measures
- Coordinated and executed plant trials of new and existing products
- Performed batch and failure investigations according to FDA requirements
- Developed and wrote validation protocols for FDA approval
- Coordinated formula documentation and implementation of new formulas on-line
- Compiled data from QA reports for Research and Development activities
- Performed all activities incidental to processes as related to chemical engineering

EDUCATION

2004

Bachelor of Science: Chemical Engineering

University of Missouri – Columbia, Missouri

ADDITIONAL SKILLS

- Completed Trane Graduate Training Program for HVAC
- Instructed in Sandler Sales method
- Instructed in Dale Carnegie Integrative Business Negotiations, Communicating with Diplomacy and Tact, and High Impact Presentations
- Instructed in Selling to the C-Suite
- Attended Buckley School of Public Speaking Seminar
- Proficient with the use of Excel, Outlook, PowerPoint, Word, and Access
- Experience with the use of CRM, SAP, Saleslogix, and other database programs