**[Sales Manager Customer Service](https://www.postjobfree.com/resume/ad1u1u/sales-manager-customer-chicago-il)**

**Location:**Chicago, IL

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**Resume:**

GREGORY REALFORD

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SALES MANAGER

Comprehensive Knowledge and Business Vision In:

DISTRICT SALES MANAGEMENT — HOSPITALITY — BUSINESS EXPANSION — ACCOUNT MANAGEMENT

CUSTOMER SATISFACTION — MARKETING/PROMOTIONS STREAMLINING OPERATIONS CONSUMER PRODUCTS

Driven, self-motivated Sales Professional with more than twenty-five years of professional sales and hospitality

experience. Successfully introduces new products, repositions existing lines, and drives revenue/earnings growth in

competitive markets.

Exceptional abilities in securing new accounts, broadening penetration within existing accounts, and closing deals.

Implements sales processes that are consistent with short- and long-term company objectives.

Creates an environment of mutual trust and respect. Empowers individuals to increase employment longevity and

retain quality employees.

Solid experience building and supervising direct sales teams. Extremely successful in motivating sales teams to meet

and exceed goals.

Superior customer service skills. Implements customer-oriented sales and service management techniques with the

ultimate goal of earning customers for life.

Over two decades of hospitality experience, working with some of the nation’s largest food and beverage brands.

CAREER HISTORY and SELECT ACHIEVEMENTS

CONSTELLATION ENERGY, Chicago, IL May 2020 – Present

As Regional Sales Manager: Responsible for managing and growing a team of outside sales reps in achieving

individual standards and sales quotas offering both B2B and residential sector clients with a cost-saving alternative

to their energy source. Manage residential sector sales agents in offering fixed utility rates along with energy storage

(Panasonic, Ever Volt), meters and switches (Kasa Smart, Cloudy Bay and others). Also responsible for effectively

utilizing electronic tools and applications provided, achieving standards and quotas, and communicating effectively

with all levels of leadership (national sales manager, HR executives, etc.)

E.A. Berg & Sons, Chicago, IL February 2016 – February 2020

As District Sales Manager: Responsible for managing sales of EA Berg’s products and services within the

Chicago region’s lodging/meeting and event sectors, and ensuring consistent, profitable growth in sales revenues

through positive planning, deployment and management of sales personnel. Also responsible for identifying

objectives, strategies and action plans to improve short- and long-term sales goals. Other duties included: developing

sales force; communicating with senior management, HR and retail administrators; setting objectives for sales staff;

coaching, managing and developing sales team; territory management; administrative managerial functions;

managing company property and maintain storage facilities for inventory and vehicles; maintaining a self-

development program; handling customer/distributor complaints; and client mentoring.

SAVERS, Inc., Bellwood, IL May 2014 – October 2015

As Donation Area Manager: Responsible for overseeing the daily operations and upkeep of over 300 collection

boxes in the Chicago metropolitan area, and conducting daily meetings with current and potential partners and

charities. Also responsible for monitoring the disbursement of monthly payouts to all charity partners and collection

bin participants and supervising office staff in administration of the donation bin program.

CHITOWN PROMOTIONS, Wood Dale, IL July 2013 – March 2014

As Sales Manager: Responsible for managing the Chicago region kiosk placement program, including

supervising the sales team, managing inventory, monitoring and tracking disbursements, and creating weekly and

monthly sales reports. Also responsible for increasing revenue by developing aggressive and innovative sales

techniques and incentives to drive market growth.

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Coca-Cola Enterprises Inc. (CCE), Alsip, IL October 1994 – December 2012

The world’s #1 bottler, accounting for nearly 93% of Coca-Cola’s worldwide sales. CCE also bottles and distributes

Seagrams, Nestea, Dasani & Evian bottled waters, and Minute Maid juices; with nearly 90,000 employees worldwide.

DISTRICT SALES MANAGER HOME MARKET (2005 - 2012) ~ KEY ACCOUNT MANAGER (1999 - 2005)

CHICAGO PUBLIC SCHOOLS REPRESENTATIVE (1996 - 1999) ~ DISTRICT SALES MANAGER, COLD DRINK (1994 - 1996)

ROUTE SALESMAN (1994 - 1996)

As Key Account Manager: Managed all business and hospitality functions for five major accounts, including:

The Chicago Public Schools, McCormick Place Convention Center, The Chicago Transit Authority, Boys & Girls

Clubs of Chicago and Special Olympics Illinois.

As District Sales Manager, Home Market: Promoted to maximize profit potential by expanding market share

and building a confident and competent sales team. Hired, trained and motivated eight Account Managers and six

Salesmen. Set sales goals, evaluated sales and distribution performance, designed marketing programs that increased

sales and promoted products. Spearheaded a successful project called “Community Marketing,” which focused on

re-establishing relationships with business and community leaders in the Chicago Metro area. Responsible for over

2 million cases annual sales volume and $15M in net sales income.

As District Sales Manager, Cold Drink: Trained, supervised, and motivated six salesmen. Organized route

schedules, provided feedback to staff to increase productivity and profitability. Secured new accounts,

maintained/expanded existing accounts, and negotiated contracts with store owners. Named “District Manager of

the Quarter” and as a group won “Cold Drink Region of the Year” award.

As Chicago Public Schools Representative: Managed a portfolio of 13 high schools and 85 grade schools.

Opened new accounts and monitored sales. Managed five route salesmen. Achieved the “#1 Volume High School in

the Coca-Cola Chicago System.”

As Route Salesman: Provided superior customer service while delivering products to all assigned accounts.

Canfield Beverage, Account Sales Manager March 1992 – October 1994

The Primary Canfield Contact: between store manager/store owners. Responsible for creating and maintaining

great customer relationships, and increasing business by selling/ordering product to customers within the

designated sales territory’s existing customer base. Also responsible for:

Executing and closing sales

Sale in incremental displays and equipment placement; sell in promotional programs and ensure dealer

compliance.

In connection with sales calls: maintaining appropriate inventory levels, and maintaining company assets and

point of sale; ensuring accounts met company merchandising standards, and ordering in conjunction with

existing geographic sales routes.

Communicating account activities to appropriate parties.

Transporting, replacing and maintaining Point-of-Sale advertising as appropriate for account.

Periodic lifting of 50 + pounds, bending, reaching, kneeling and some merchandising.

EDUCATION

CHICAGO STATE UNIVERSITY/CHICAGO, IL

Bachelor of Science in Business Administration

Computer-Literate with Proficiencies In:

EXCEL WORD POWERPOINT INTERNET APPLICATIONS CLOUD-BASED APPLICATIONS