

# SUSAN S. TIFFANY

## KEY ACCOUNT MANAGEMENT ~ STRATEGIC RELATIONSHIPS

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### PROFESSIONAL SUMMARY

Performance-driven Sales Executive with over 20 years of success in delivering sales and revenue growth by developing strategic client relationships with major corporations. Experienced in helping sales teams drive sales, expand market share, generate sustainable, profitable growth.

### KEY HIGHLIGHTS

- Direct sales with GBC, selling Print Finishing Solutions to Fortune 50 companies
  - Grew territory with 95% of sales coming from new customer acquisition sales
  - Accounts include: Northrop Grumman, AOL, Lockheed Martin, National Reconnaissance Office (NRO), and other various Govt. Agencies in Washington D.C.
- Managed the largest sales volume territory, consistently ranking in the top 5% of sales executives nationwide
- Developed business plans and conducted quarterly business reviews with C Level Executives
- Trained and managed 7 Consumer Development Representatives throughout my territory
- Comprehensive sales skills include lead generation, prospecting in B2B sector, contract negotiation and acquisition.
- Strong capacity to inspire sales teams to enhance client experience and achieve both revenue-growth and ROI goals

### PROFESSIONAL EXPERIENCE

#### SPECTRUM Charter | Senior Account Sales Manager

2015 – PRESENT

*Telecommunications Company, leader in the Florida markets where they are present.*

- Top in sales month over month and exceeded set goals established by management, Ranked in Top 1%
- Managed high revenue corporate accounts to ensure customer retention and maintain trusting business relationships.

#### VERIZON | Key Account Sales Manager

2012 – 2015

*World's number one company in telecommunications products and services.*

- Consistent month over month performance with a record of hitting and exceeding goals.
- Leveraged consultative and strategic sales expertise to maintain existing businesses and generate new accounts.
- Promoted to lead a team of new sales representatives in recognition of outstanding leadership and sales skills.

#### ACCO BRANDS USA LLC. | Key Account Sales Manager/Regional

1986 – 2012

*World's largest manufacturer of branded office products, including, Swing-line, Day-Timer, Kensington, Quartet, GBC and Wilson Jones. Products sold to consumers through key resellers such as Office Depot, Staples, Office Max, United Stationers and S.P. Richards.*

#### ACCO Brands and GBC

- Top Sales Executive Rep, selling in the Large Format Printing space to Fortune 50 Companies and Govt. Accounts.

### EDUCATION

#### Bachelor of Science, Finance Major

The University of Florida, Gainesville