

JORDAN FOX

Senior Sales and Customer Success Leader

SKILLS

PROFESSIONAL

- Account Management
- Customer Success Management
- Customer Retention & Growth
- Client Needs Assessment
- Consultative Solution Sales
- Sales and Pricing Strategy
- Business Process Improvement
- Marketing Communications
- Social Media Marketing

TECHNICAL

- Microsoft Office 365 for Business
- Google Apps and Office Suite
- EchoSign & DocuSign
- Salesforce.com
- Zoom & Microsoft Teams
- Slack
- Jira

EDUCATION

BINGHAMTON UNIVERSITY, NY

Bachelor of Arts (BA)

Major: Philosophy, Politics, and Law

Minor: History

LEADERSHIP:

Student Body President

Student Rep, Board of Trustees

HONORS

- Suggestion of the Month (2012), Presented by Quench CEO
- Sales/Marketing Employee of Month (2012), Presented by Quench CEO
- \$1M in PROMOVE career sales (2010)
- # 1 in sales for 4th quarter of 2006, # 1 in annual sales for 2005, Presented by President of PROMOVE

PROFESSIONAL SUMMARY

Sales and Customer Success leader who retains clients and powers revenue growth and profitability by building strong relationships with clients. Recognized for taking initiative to drive changes that improve efficiency and enhance the customer experience.

PROFESSIONAL EXPERIENCE

ACCOUNT DIRECTOR (2022 – Present) **SENIOR ACCOUNT MANAGER** (2020 – 2021)

Sinch | Atlanta, GA

Partner with Technical, Customer Success, and other teams to retain high profile clients and increase gross profit. Lead efforts to grow engagement with assigned accounts including organic growth, upselling, net expansion, and cross-selling with sales team. Collaborate with Marketing team on Customer Advocacy program.

- Promoted to Account Director in recognition of superior performance.
- Achieved 129% of quota in 2023 by deepening relationships and selling new products.
- Sold Email and Voice products generating \$16k and \$600k in annual GP in 2022.
- Improved brand reputation by convincing customer to agree to be featured on a Podcast and a separate video about the customer experience.
- Increased brand awareness for company and key customers via a featured customer story and by convincing two customers to agree to put their logos on Sinch website.
- Enhance the customer experience by promoting on-line knowledge base and provide SME content to ensure customers have access to updated FAQs and troubleshooting.
- Maintained 100% client retention for several years, including during pandemic.

CUSTOMER SUCCESS MANAGER (2016-2020)

Sinch | Atlanta, GA

Customer advocate and trusted adviser for key clients in achieving B2C communications goals using a cloud platform for mobile messaging, voice, etc. Collaborate with internal teams to resolve issues and increase customer success.

- Achieved 114% result of 2019 GP sales target and 127% for biggest account.
- Onboarded 7+ enterprise clients significantly expanding gross profit.
- Promoted to a senior-level role for exceptional performance and going the extra mile to build customer satisfaction, client retention, and account growth.
- Drive brand awareness and engagement by partnering with cross-functional teams to build compelling social media content and campaigns to improve customer experience.

DIGITAL SALES REPRESENTATIVE, (2014 –2015)

Sinch (Formerly known as Mblox) | Atlanta, GA

Qualified leads and directly closed or referred to the optimal channel partner. Navigated prospects through complex sales process from lead to close by fully understanding their needs and identifying future growth potential.

- Led team with most StarStar (mobile marketing) and partner channel deals closed from July 2014 through December 2015.
- Closed strategic accounts in collaboration with Sales Directors and Partner Program Manager.
- Built and maintained healthy pipeline by playing a key role in creating an Inside Sales department with senior leaders in sales, marketing, and operations.

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COURSES

- GDPR (General Data Protection Regulation) training classes and test
- Global Anti-Bribery and Corruption
- Information Technology & Cyber Security Training
- Using Social Media to Represent Your Employer
- Cross Selling

COMMUNITY INVOLVEMENT

- **Citizens Advisory Committee for PDK Airport Master Plan**
 - DeKalb County District 2 Rep
- **Dresden East Civic Association**
 - President, Board of Directors
- **Binghamton University Alumni Association**
 - Member, Board of Directors

ENTREPRENEURIAL EXPERIENCE

MARKETING COMMUNICATIONS & SOCIAL MEDIA CONSULTING (2012-present)

Created web content. Provided PR, communications, and marketing consulting services.

- Serve as admin of a 5000+ member City of Chamblee Facebook group and a private neighborhood Facebook group.
- Act as moderator of a 17k+ member Georgia Outdoor Facebook group.
- Former Chair of Dresden East Civic Association PR Committee, Developed quarterly newsletter, social media, website, and related activities.
- Created web content for clients including community pages for a real estate agent.
- Assisted nonprofits with social media strategy.

EXPERIENCE CONTINUED...

ACCOUNT MANAGER, INSIDE SALES, (2010 –2013)

Quench | Atlanta, Georgia

Utilized consultative sales presentations and compelling proposals to convert prospective customers across the US into closed sales.

- Generated \$350K+ in recurring revenue by closing 600 new multi-year contracts.
- 109% over sales quota in 2012. Recognized by CEO for top performance.
- Closed major accounts (Amtrak) in collaboration with VP of National Accounts.
- Increased marketability and profitability by helping improve website, blog, and online sales presentation

SALES/OPERATIONS MANAGER, (2007 –2010)

PROMOVE | Atlanta, Georgia

Oversaw all operations while personally serving up to 100 customers. Promoted to Senior Manager for outstanding performance.

- Developed and implemented highly successful marketing campaign in Northeast Office resulting in company record of 1000+ Leasing Agent referrals in 2008. This represents an increase of over 220% from 2006.
- Hired, trained, and motivated up to nine employees including five Top 10 salespeople and #1 salesperson for all of 2009.
- Improved business processes through numerous suggestions adopted by company including enhancements to website, database, training materials and customer literature.
- Assisted in creation of company's social media presence leading to improved customer communications.

SENIOR PROPERTY SPECIALIST, (2004 –2007)

PROMOVE | Atlanta, Georgia

Supported clients in locating apartments by creating customized searches to find the best customer fit in an inventory of approximately 1000 apartment communities.

- Achieved #1 in company sales out of 60 in 2005 and the 4th quarter of 2006.
- Maintained Top 5 in sales for eight quarters with average close rate of 40%.
- Top ten in company history with 1500+ customers successfully placed in apartments over 6-year tenure.