

THOMAS ST. JOHN

St Cloud, FL

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772-529-1005

Professional Summary

Respected and dedicated professional with experience providing internal employee development, team effectiveness and leadership development consulting to all levels of an organization. Able to design and implement strategic plans and develop high performing teams.

Skills

- Leadership
- Analytical Thinking
- B2B
- Customer Service
- Relationship Building
- CRM
- People Management
- Adaptable
- Time Management
- Active Listening
- Problem- Solving
- Decision making

Professional Experience

Sr. Sales Development Rep

AUGUST 2020 – PRESENT

T-Mobile for Business – Orlando, FL

- Outbound cold call leads to set appointment with Enterprise Account Executive.
- Effectively utilize CRM to generate leads, sales and increase subscribers.
- Created and scrubbed leads for enterprise and Fortune 500 companies.

Account Executive

FEBRUARY 2020 – JUNE 2020

Entertainment Benefits Group – Orlando, FL

- Laid off due to COVID-19
- Effectively utilize CRM to generate leads, sales and increase subscribers.
- Conduct virtual site demos, attend in person client presentations events as needed.
- Execute outreach/communication to prospective clients to foster and maintain positive relationships through the execution of proactive and reactive client touch points including outbound phone calls and strategic email communications.

Accountant

JANUARY 2020 – PRESENT

Flamingo Kitchen Corp. – Orlando, FL

- Part time accountant.
- Perform account analysis on a monthly basis.
- Review financial statements, handle any open vendor orders and receipts,
- Conduct annual audits and prepare tax returns.
- Prepare all financial statements including – Balance Statements, Income Statements, and Cash Flow Statements.

Account Executive

JUNE 2017 – FEBRUARY 2020

Orlando City Soccer Club – Orlando, FL

- Responsible for generating maximum revenue through season ticket sales.
- Awarded Top Executive in MLS for selling over 400 season tickets for 2018-2019 season.
- Successful in cold calling, setting sales appointments, and attending networking events
- Meet or exceed weekly/monthly sales and prospecting goals from 100% to 200%.
- Work closely with Ticket Operations and Member Services departments to retain current season ticket members and generate new sales opportunities.
- Maintain a high level of customer service to existing and new clients of Orlando City SC.
- Participate in various sales, team and community events to gain maximum exposure for team and build relationships to increase sales.
- In charge of providing an exceptional experience to future season ticket members on game day by addressing clients concerns or questions on stadium policy.

AUGUST 2015 – JUNE 2017

PERSONAL BANKER

SUNTRUST BANK – Orlando, FL

- Advised customers on bank services for their needs (e.g., loans and credit cards)
- Top Banker in region September 2016
- Managed customer bank accounts; open, close and oversee transactions
- Resolved issues with banking services and accounts.
- Refer clients to in-house financial experts, as needed.
- Reach out to potential customers to generate new business.
- Present financial products and services to existing and prospective customers
- Performed administrative duties (e.g., entering data into banking software)

SEPTEMBER 2013 – August 2015

SALES MANAGER

MACYS – Orlando, FL

- Grew the Children's business from a \$4 million dollar a year department to a \$5 million-dollar department by successfully managing and coaching the sales team of 12 associates.
- I was able to do this by designing and implementing a strategic business plan that expands the company's customer base and ensure its strong presence to our international client base.
- Oversee 100% the recruiting process, objectives setting, coaching and performance monitoring of sales representatives.
- Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs through exit interviews with-in the department.
- Presented sales, revenue and expenses reports and realistic forecasts to the senior management team.
- Identify emerging markets and market shifts while being fully aware of new products and competition status.

APRIL 2011 – SEPTEMBER 2012

PERSONAL BANKER

BANK OF AMERICA – Orlando, FL

- Responsible for generating business and deepening relationships by selling products and services to potential and existing customers. Responsibilities include achieving aggressive sales goals and providing high-quality customer service.
- Award Top 5 banker in Orlando Districted.

MAY 2006 – MAY 2011

CUSTOMER EXPERIENCE MANAGER

BEST BUY – Orlando, FL

- Coached and trained store personnel to achieve sales goals, as well as to ensure profitability through the correct use of store systems/processes.
- Managed overall store when fulfilling the roles of manager on duty or sales leader
- Overseeing store operations including customer service and administration; planning and managing merchandising, replenishment, product inventory, and loss prevention activities
- Ensuring friendly, fast and accurate processing of all Best Buy customer transactions
- Responsible for creating a healthy and positive work environment which drives employee engagement and retention.

Education

Master of Science in Accounting and Finance

Southern New Hampshire University – Manchester, NH

Expected Graduation: October 2021

MBA Statistics, MBA Financial Statements

Bachelor of Science in Sports Marketing and Media

April 2014

Full Sail University – Winter Park, FL