

# Jonathan Navarre

ACCOUNT MANAGER

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📍 Knoxville, United State

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## Profile

Experienced business professional with marketing, customer relationship management, and data analytics expertise. Skilled in driving product adoption and influencing product direction. Excited to leverage technical guidance in web development and customer-facing experience to empower customers and contribute to your success.

## Employment History

### **Business to Consumer Manager, Samsung Electronics of America, Knoxville, TN (Hybrid)**

January 2021 — December 2023

- Enhanced client value delivery, boosting customer retention by 91%, yielding an 8-million sales increase.
- Provided day-to-day account management support, serving as the primary contact between clients, stores, and internal teams.
- Recognized for outstanding achievements in university marketing strategies
- Led market management, ensuring success through financial reviews, forecasting, and effective risk management.
- Established partnerships with industry influencers that increased brand visibility and improved reputation

### **National Retail Sales Manager, Samsung Electronics of America, Nashville, TN (Remote)**

July 2019 — December 2020

- Oversaw market portfolio, managing the top 5 national retail accounts, generating \$16 million in annual revenue.
- Managed multi-million-dollar budgets, ensuring financial performance through monthly forecasting, revenue reviews, and accurate reporting.
- Established and maintained strong client relationships, ensuring contractual requirements were consistently met and exceeded client expectations.
- Showcased innovation during 2020, earning recognition for adaptability and creativity.
- Spearheaded a dynamic team of 15 electronics consultants, achieving remarkable success with an impressive 135% year-over-year.

### **Field Sales Manager, Samsung Electronics of America, Morristown, TN (Hybrid)**

August 2018 — July 2019

- Shared case studies, project research, and customer intelligence, amplifying districts achievements.
- Conducted analyses to identify new business opportunities and trends for strategic growth.
- Exceeded quarterly sales targets by 103.1%, earning a promotion to National Retail Sales Manager.
- Ensured internal processes were followed by all team members and quality products were delivered to clients.
- Attended industry webinars and training sessions to stay updated on marketing best practices and share insights with internal teams and external teams.

### **Multi-Channel Sales Expert, Best Buy Inc. , Knoxville, TN**

October 2016 — August 2018

- Grew the customer base by 91.3% through customer acquisitions by analyzing sales data to identify and leverage growth opportunities.
- Collaborated with cross-functional teams to identify customer service improvement opportunities and implemented corresponding solutions
- Utilized data analysis to identify customer segmentation opportunities, resulting in increased sales
- Built strong relationships with key customers and stakeholders, resulting in repeat business and referrals

#### **Mobile & Networking Sales Specialist, Best Buy Inc. , Farragut, TN**

July 2015 — October 2016

- Demonstrated adept sales techniques, fostering customer relationships and securing sales, contributing to a \$2.2 million revenue boost
- Established relationships with key customers and stakeholders to drive sales and develop new business opportunities
- Identified and addressed customer challenges to ensure customer satisfaction and retention
- Collaborated with cross-functional departments to ensure effective execution of sales initiatives

## **Education & Certifications**

#### **Bachelor of Science, Tennessee State University, Nashville, TN**

May 2012

Studio Art : Education and Graphic Design

#### **Certification, Vanderbilt University , Nashville, TN**

March 2024 — Present

Full Stack Coding

#### **Certifcaiton, University of Loudon, Online**

October 2021 — October 2021

Brand Management: Aligning Business, Brand and Behaviour

## **Skills**

Analytical Thinking Skills

Problem-Solving

Strategic Planning

Time Management

Client Relationship Management

Financial Management

Account Management

Teamwork/Collaboration

## **Software Knowledge**

#### **Analytics**

Google Analytics, Tableau, Salesforce, Zoho

#### **Creative**

Adobe Creative Cloud, Canva, Mircosoft Publisher

#### **Office Production**

Microsoft Office: Word, Excel, Powerpoint | Google Workspace

#### **Marketing**

Medallion, Survey Monkey, Mailchimp

## **References**

**References available upon request**