**Brian Spicklemire**

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**EXPERIENCE**

**Kidder Music Service, Peoria IL**

Key Account Sales & Store Manager May 2017- Present

Inventory and Purchasing Manager Oct.. 2015 - May 2017

Inside Sales and Education Account Manager May 2013 - Oct. 2015

* + Delivered 10% YoY growth in school and educational sales through strategic relationship management and targeted sales initiatives
  + Directed client relationships for a diverse portfolio of 20 accounts; implemented tailored growth strategies resulting in increased average client spend
  + Spearheaded business growth by securing and managing client requests, actively engaging in industry events, and executing targeted marketing initiatives
  + Maintained an outstanding customer retention rate of 95% by delivering personalized service, proactively addressing client needs, and building strong, trust-based relationships.
  + Successfully planned and executed consumer Q4 sales events across four territories, driving annual revenue of $70K from those events and significantly enhancing brand visibility and customer engagement
  + Cultivated and expanded new educational industry accounts, serving as the primary point of escalation for key issues, fostering stronger client relationships, and facilitating business growth
  + Draw upon industry knowledge, trends, and experiences to highlight relevant opportunities for clients, appropriate to need and skill level
  + Lead a team of 15 employees, including HR functions, performance reviews, and schedule development while also ensuring all day-to-objectives align with company strategy
  + Mentor and coach junior staff members, facilitating rapid skill development through individual and group training initiatives
  + Designed and lead monthly training programs which expanded product knowledge and resulting in increased sales and customer satisfaction ratings
  + Make all accessory inventory decisions and purchases for Kidder Music Service, working directly with B2B vendors
  + Established new inventory management system leading to both improved employee efficiency and company revenue
  + Collaborated between sales, finance, repair, and marketing departments to streamline company operations
  + Held a pivotal role as senior management, directly reporting to the business owner and overseeing all aspects of business operations, ensuring alignment with organizational objectives and driving strategic decision-making processes
  + Member of NASMD, and NAMMYP professional organizations and current industry mentor to another school music dealer store manager

**EDUCATION**

**Butler University** | Masters of Music in Composition

**Bradley University** | Bachelor of Science in Music Business, Bachelor of Music in Music Composition

* *President/Founder*, Musicians in Business

**SKILLS**

Account Management | Territory Management | Trusted Advisor | Team Training and Development | Customer Success