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# JONATHAN D. BEACH

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## CLIENT SERVICE AND PROJECT MANAGER

~ 10 years of success exceeding expectations in high profile client management, increasing sales and overseeing project quality, timelines and budgets ~

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### CORE COMPETENCIES

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|----------------------------------|-----------------------|----------------------------------|
| ▪ Staff Development / Mentoring  | ▪ Revenue Increases   | ▪ Budget / Project Management    |
| ▪ Up-Selling & Cross-Selling     | ▪ Conflict Resolution | ▪ Accounts Receivable Management |
| ▪ Client Relationship Management | ▪ Preparing Estimates | ▪ Policy / Procedure Development |
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### PROFESSIONAL EXPERIENCE

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**The Hinckley Company, Mantoloking, NJ**

2007 – PRESENT

***Service Manager***

Recruited to provide exceptional service to high net-worth clients, including CEOs, major political figures, and celebrities, on behalf of one of the world's premier manufacturers of luxury sailing and jet-powered yachts

- Serve as client manager for up to 70 customers, accountable for driving top level customer satisfaction while cross/ up selling products and service
- Oversee work of 10 employees and over 10,000 labor hours yearly as project manager for service and refit work
- Chosen by senior management to start up service program for all Hinckley-manufactured and warranted boats in the greater New Jersey, New York, and Western Connecticut areas
- Customized company-wide Hinckley Service program by developing new procedures for task distribution, employee task documentation, and project budget management to maximize productivity and profit within New Jersey facility
- Tripled client base, increased service revenues by 35%, and delivered 135% of sales targets since start of service program
- Manage Accounts Receivable; notably maintain a 95% or better current rate with no accounts over 90 days past due
- Trained 18 personnel in project management standard procedures to ensure quality, safety and a high level of customer satisfaction. Wrote and edited updated service contracts and written policies

**Liberty Sailing Charters, Rowayton, CT**

2005 – 2006

***Captain, S / V America II***

Sports marketing and leisure charter company offering team building program and leisure sails aboard a 1987 America's Cup yacht.

- Conceptualized, developed and implemented charter program and crew training manual focusing on group team building
- Managed crew of 8 employees and \$150,000 yacht refit to meet US Coast Guard chartering regulations

**America's Cup Charters, Newport, RI**

2000 – 2004

***Chief Mate / Relief Captain, S / V Intrepid***

Delivered team-building programs, exercises and hands-on sailing instruction to a variety of corporate clients, including attendees from New England Cable, Sun Microsystems, and the New Yacht Club Leukemia Cup

- Promoted rapidly through a series of increasingly responsible decision-making roles, leading to Fleet Relief Captain position

**The Chanler at Cliffwalk, Newport, RI**

2003 – 2004

***Special Projects and Promotions Manager***

Designed, marketed and sold guest packages, services and reservations at a top 10 rated small hotel in the US and top 100 rated hotels in the world.

- Developed outline for promotional rate packages, negotiated referral business relationships with local vendors and created sales training manual for hotel's 20 uniquely-themed guest rooms and villas

**Vail Resorts, Vail, CO**

2001 – 2003

***Ticket Sales Office Auditor / Staff Supervisor***

Maintained accounting reports and performed daily audits of incoming sales, averaging \$100,000 per day, supervised staff of 12 sales associates, and assisted in specialized customer service issues

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### EDUCATION

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**Bachelor of Art, English Literature  
St. Michael's College, Colchester, VT**