Milad Amirian

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SUMMARY

Experienced Sales Account Manager with an aerospace engineering degree and demonstrated history of working with major accounts in the aerospace and technology industries. Passionate about technology and security with self-taught coding experience in HTML, CSS and JavaScript (including frameworks such as Vue.JS, Bootstrap 4 & React).

EXPERIENCE

COLLINS AEROSPACE

Regional Sales Account Manager
2012 - Present (Anaheim, CA)

- Increased spares components sales by 27% from 2012 through 2016 despite reducing legacy install-base which directly led to promotion and relocation to the Anaheim facility.
- Achieved over 91% win-rate of all campaigns ($137m) from 2016 to 2020 within assigned accounts (U.S role) which directly led to being assigned additional major accounts in the Middle East region.
- Managed complex business relationships with key clients including Emirates, Cathay Pacific, British Airways and Singapore Airlines
- Presented pricing strategies to senior management, generating $3m in additional annual revenue.
- Created clear strategies on retrofits to increase opportunities for up-selling services, kits and increasing client's inventory to grow overall sales, which resulted in $6m of additional kit sales.
- Influenced priorities of Customer Services, Engineering, Supply Chain, Operations, Manufacturing and Shipping departments to ensure business-objective success.
- Created a standardized metrics deck for senior management's weekly 'pulse' reviews with specific metrics on delivery rate, revenue run-rate, on-time performance, customer feedback and upcoming business milestones.
- Standardized customer visit across the business with focus on performance metrics and alleviating client pressure points, which resulted in more efficient and constructive customer visits and directly enhanced client rapport.
- Monitored Accounts Receivable on weekly basis for customer balances and acted as primary interface between customer and the company to facilitate any pending payment issues.

SWIFT AEROSPACE

Account Manager
2010 - 2011 (London, G.B)

- Management of twelve mid-size accounts in a fast-paced and target driven environment.
- Daily engagement with customers to understand critical & technical requirements and then sourcing the custom products on the open market based on pricing, availability and quickest delivery to meet the customer's exact requirements.

- Applied individual profit margins to each sale to meet customer requirements and alignment to Swift's profit targets.
- Ensured all products were sourced and supplied with the correct certifications and manufacturing traceability.
- Maintained and developed strong relationships with customers through exceptional customer service and regular on-site presence.

APPLE INC.
Mac Specialist & Trainer
2004 - 2007 (London, G.B)

- Troubleshooted customer computers and performed hardware (RAM, Bluetooth modules, HD expansions) and software upgrades.
- Performed live presentations of all Apple's software products in front of up to 300 visitors at a time.
- Provided training to customers seeking more advanced skills in audio and video production editing.
- Gained certifications for all of Apple's applications designed for professional audio & video production (Logic Pro, Motion & Final Cut Pro.
- Implemented excellent customer service while assisting customers with technical support issues, repairs and system upgrades.

EDUCATION

Master of Business Administration - CALIFORNIA STATE FULLERTON – IRVINE
2018 - Present (Irvine, CA)

Aerospace Systems Engineering (Hons) - UNIVERSITY OF HERTFORDSHIRE
2006 - 2010 (Hatfield, G.B)

Audio Engineering Diploma - SCHOOL OF AUDIO ENGINEERING (SAE INSTITUTE)
2001 - 2003 (London, G.B)

ADDITIONAL INFORMATION

- **CERTIFICATIONS:**
  Frontend Developer (Udemy & FreeCodeCamp), MS Excel level 3, Finance for non-financial Managers, Contract Creation and Negotiation.

- **COMPUTER SKILLS:**
  JavaScript, HTML, CSS, Bootstrap4, MS Office, Outlook, Windows & MAC OS, Final Cut Pro, Motion, Logic X, Catia V5, Team Center, JD Edwards (MRP), Oracle CRM, Adobe Creative Suite.

- **COMPETENCIES:**
  Complex technical sales cycles, contract negotiation, solution selling, P&L management, exceptional interpersonal skills and relationship management.