
HERBERT HUMPHREY JR

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WORK HISTORY

Field Territory Manager, 03/2024 - Current

Acosta Group – Austin, TX

- Expanded territory coverage by strategically identifying and targeting accounts with high demand for specific products within my portfolio.
- Enhanced client satisfaction and retention through regular visits, prompt responses to inquiries regarding product order fulfillment, and successful resolution of issues.
- Established strong relationships with procurement executives in franchise stores, building trust and loyalty to foster strategic advisory roles.
- Implemented successful sales strategies to drive revenue growth and consistently exceed quarterly quotas, showcasing ability to drive product value and adoption.

Partner Success Manager, 11/2021 - 05/2023

Too Good To Go – Austin, TX

- Reduced customer churn by 30% by leveraging advanced data analysis techniques with Looker's BI platform to identify at-risk accounts, predict churn behavior, and implement targeted customer retention campaigns within my book of business.
- Streamlined customer onboarding process, resulting in a significant increase in product adoption rates and improved retention by implementing efficient process monitoring and updated onboarding methodologies to ensure a seamless customer experience.
- Increased client retention by 18% through targeted marketing campaigns using MailChimp by developing campaigns tailored to specific customer needs and concerns, fostering brand awareness and maximizing communication effectiveness.
- Developed comprehensive training materials for post-sales customer handoff, facilitated rapid product proficiency through account reviews and boosting customer satisfaction.

Sales Operations Analyst (12-month Contract), 09/2021 - 10/2022

CDW - Education – Remote - Austin, TX

- Analyzed customer success metrics like product adoption rates to identify areas for improvement and implemented solutions that boosted revenue by 25%.
- Developed a customer success training program that led to a 20% increase in win rates, demonstrating a strong understanding of customer needs and success factors.
- Elevated operational efficiency by driving error reduction through cross-functional collaboration in which improved customer service experiences.
- Enhanced team productivity by developing comprehensive sales reports and performance metrics analysis using tools like Excel and Google Analytics to leadership which provided valuable insights for customer success initiatives.

Territory Account Executive (6-month Contract) , 03/2021 - 09/2021

Uber Technologies Inc. – Remote

- Conducted territory analysis, which resulted in a 13% increase in market share through adept processing and updating of information for strategic decision-making.
- Strategically planned software implementation for new clients, ensuring smooth transitions and fostering long-term trusting relationship.
- Developed and executed a pioneering territory strategy, driving a commendable 10% revenue upsurge and narrowing the gap between industry competitors(Doordash, Postmates, etc).
- Orchestrated a high-volume cold-calling strategy, successfully acquiring new clients and expanding territory presence.

Senior Account Manager , 01/2019 - 03/2020

MINDBODY Inc., – Atlanta, GA

- Instrumental in driving a notable 10% revenue increase from enterprise accounts through strategic account management and vigilant information monitoring, fortifying client relations.
- Developed long-lasting client relationships by providing exceptional customer service and support.
- Pioneered continuous product refinement based on customer feedback, ensuring alignment with evolving customer requirements.
- Conducted regular check-ins and quarterly business reviews, identifying upselling opportunities and driving a commendable 10% revenue uptick.

Channel Partner Manager, 12/2017 - 01/2019

NCR Global Headquarters – Atlanta, GA

- Oversaw and trained a team of 9 Channel Partners, achieving successful partner ramp-up and maximizing sales growth, emblematic of strong organizational and communication prowess.
- Led a pilot program implementation, driving efficiency and effectiveness, showcasing proficiency in project management and detail-oriented execution.
- Planned service delivery, ensuring prompt and accurate execution of client orders and requests.
- Implemented targeted marketing campaigns for partners, amplifying brand awareness and generating quality leads.

EDUCATION

Bachelor of Arts: Communications, 05/2013

Howard University - Washington, DC

CERTIFICATIONS

- Google: Foundations of Project Management Certification 2021 PMP - Project Management Professional