

Henry Proctor IV

San Antonio, Texas • 216-633-8470 • Hproc725@gmail.com

Summary

Results-oriented and personable sales professional with over 10 years of comprehensive experience across diverse industries, FinTech, Automotive, Elevator & Health, expertise in mechanical sales, inside sales, account management, & field representation. Known for an outgoing personality & a strong ability to build relationships that drive business growth. Passionate about helping businesses succeed, fostering team development, & continuously seeking opportunities to learn. Committed to leveraging my diverse background to achieve outstanding sales performance.

Professional Experience

PorchPass- Senior Customer Success Manager

Dec 2024 - Current

North Texas & Oklahoma (Hybrid)

- Led PorchPass's entry into emerging markets across North Texas and Oklahoma, managing 125 accounts and driving consistent net-new dealer acquisition as part of aggressive monthly and quarterly targets.
- Communicated with over 125 dealerships on a monthly basis in 2 states to maintain relationships, drive engagement, and identify new opportunities for financing growth.
- Generated over 500 new financing applications in just six months—reinvigorating the territory and accelerating loan velocity through deep partner engagement and dealership enablement.
- Increased total monthly loan volume from \$3 million to \$7 million within the first three months of employment by activating high-performing dealerships and streamlining onboarding.
- Owned the full-cycle partnership process, from outreach to onboarding and training—activating multiple new dealers by positioning PorchPass as the premier tech-enabled lending partner in the manufactured home space.
- Played a key role in building out the regional strategy in Texas, aligning tech-driven financing with dealer needs for speed, simplicity, and customer confidence in the sales process.
- Quota-Driven: Consistently met or exceeded revenue and pipeline targets by blending consultative selling, market education, and process optimization for faster close rates and partner retention.

Stretchlab- Sales Manager/Flexologist

Sep 2023- Dec 2024

Colorado Springs, CO & San Antonio TX (Hybrid)

- Manage studios KPI and P&L reports
- Generated & assisted overseeing \$1.2 million annual sales for two studios
- Oversaw 7 team members.
- Highest Close rate for intro sales in district 75%
- Provide sales coaching & onboarding for new employees
- Extensive knowledge of CRM systems
- Maintain client membership retention rate
- Managed two successful launches for presale studios

TGA Performance (Automotive)- Service Manager

Colorado Springs, CO

Jan 2023- Dec 2023

- Managed 5 mechanics' schedules and coordinated repair jobs.
- Oversaw sales of a \$900,000 auto performance shop.
- Provided detailed quotes to all customers, handling pricing and sales of repairs and aftermarket parts.
- Managed inventory, ordering, and appointments for seamless workflow.
- Managed company CRM system and inputted daily updates.

F45- Sales Manage & Coach

Oct 2020- Jan 2023

Colorado Springs, CO

- Directed all new membership sales efforts across three high-performing gym locations, contributing to \$1.7M in annual revenue.
- Increased total membership base by 45% within six months through strategic outreach & lead conversion.
- Sold and onboarded all new members, delivering personalized consultations and maintaining a high close rate.
- Managed and analyzed three core KPI reports (Sales, Retention, and Attendance) to drive data-informed decisions and performance.
- Oversaw member retention strategies for a portfolio of 650+ active members, ensuring high engagement and satisfaction.

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Senior Account Manager- Otis Elevator Company Cleveland, OH

Aug 2016- Aug 2020

- Top 3 Account Manager for the Midwest Region 2018
- Sold over \$4.3 million in repairs and upgrades in three years
- Manage accounts for 633 elevators and escalators in Northeast Ohio area
- Manage \$317,267 monthly revenue from contract customers
- Acquire new maintenance customers by cold-calling or bid opportunities
- Negotiate maintenance contracts or repair proposals in support of 12 route mechanics
- Lowest recorded cancellation in 2018 for Midwest Region
- Grew maintenance contract unit count by 35%
- Retained 95% of a customer base in three years

Education

B.S. in Education, Exercise Science

Bowling Green State University (BGSU), Bowling Gree
OH
May 2016

Personal Training Certificate

May 2016

Aviation

Over 340 Flight Hours
Private Pilot License 2021
Instrument Rating 2022
Commercial Single Engine Rating 2023

Certified Flexologists- StretchLab

Sep 2023

Pi Kappa Alpha Fraternity- BGSU

Risk Awareness Manager, Recruitment Assistant, Brotherhood Chair & Campus Involvement

Professional Skills

- Experienced in: CRM, Dynamics 365, Google Docs, Google Sheets My Shop Assist, Quickbooks Accounting, VHI Exercise Programming, Epic, Adobe InDesign CS6, Outlook, & (Microsoft Excel, Word, PowerPoint, OneNote) Adobe Lightroom, Video Editing, Dropbox, ChatGBT, Forefight, Adobe Business, ClickUp, Digifi