

Contact

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(LinkedIn)

Top Skills

Leadership
Teamwork
Public Speaking

Languages

English (Native or Bilingual)
German (Elementary)

Certifications

Sales: Customer Success
Learn LinkedIn Sales Navigator

Honors-Awards

Academic All-Conference Athlete
Award
Best Committee
Quarter-Finalist at the University
of Toledo Invitational Sales
Competition

Joe Mozden

Client Services Manager at InContext Solutions
Greater Chicago Area

Summary

I am a graduate of the Kelley School of Business at Indiana University. I was a Hutton Honors Scholar and obtained a double major in Business Analytics and Professional Sales.

I excel in a team atmosphere and always encourage both collaboration and constructive criticism from others. I am naturally competitive and always push myself to achieve above the status quo for any project or task I might work on. Involved at Indiana University, I have improved both my professional and social skills through exposure to different types of organizations. I love public speaking and always enjoy helping others in any way I can.

In my free time, I love watching and playing sports with the company of my friends. I constantly look to improve and develop my professional skill set to succeed in any business environment.

Experience

InContext Solutions

2 years 9 months

Customer Success Manager

July 2018 - Present (2 years 9 months)

Chicago, Illinois, United States

- Manage day to day communications for client portfolio of major consumer packaged goods manufacturers and retailers
- Analyze and communicate market research data results to both technical and non-technical clientele
- Query software usage databases and write internal reports to help account managers assist in the selling process
- Product demonstration expert, responsible for onboarding all new clients onto our platform

Core competencies: data analysis, communication, detail-orientation, project management, and research & innovation

Product Manager

June 2020 - Present (10 months)

Chicago, Illinois, United States

- Currently responsible for product strategy by creating vision, business model, roadmap, market analysis, budget, and solutions.
- Created position to lead a team focused on finding business efficiencies through technical expertise
- Led the strategy, development, and pricing of a web-based Dashboard solution and automated internal deliverable that reduces labor cost, improves client satisfaction, and opens new potential revenue streams.
- Analyze product feedback and develop appropriate iterations on our deliverables
- Quickly learned technical skills like Python and Plotly to better communicate between engineering and client teams

F45 Training

Group Fitness Instructor

February 2021 - Present (2 months)

Chicago, Illinois, United States

- Lead members in group fitness classes. Evaluate member needs and assist them in achieving their personal fitness goals
- Passed American Council of Exercise Group Fitness Exam in September 2020

Alpha Kappa Psi

President

April 2017 - May 2018 (1 year 2 months)

Indiana University

- Elected to Executive Leadership Board with responsibility of overseeing 150 members and managing risk of the fraternity
- Responsible for handling fraternal budget and creating overall strategic direction of chapter

Delphi

North American Sales and Analytics Intern

May 2017 - August 2017 (4 months)

Mountainview, California

- Created a revenue forecasting system that accurately depicts how much money Delphi earned and will earn YOY
- Engaged in customer meetings with Silicon Valley OEMs like Tesla to better understand account management
- Produced an automated price tracking system that rids the company of an accident-prone manual system

Alpha Kappa Psi

1 year 11 months

Vice President of Alumni Relations

December 2015 - November 2016 (1 year)

Indiana University

- Oversaw both Brotherhood and Alumni Relations committees. One of eight members elected to executive management in our chapter.

Associate Director of Membership

June 2015 - December 2015 (7 months)

Indiana University

- Organized and monitored five rush events fit to handle over 350 rushees
- Inspected more than 250 rush applications and coordinated over 160 interviews with rushees and chapter brothers
- Ensured an effective rush, midterm, and final interview process to optimize chances of high-quality pledges being initiated
- Utilized cross-committee collaboration to enhance community service, brotherhood, and professional development events

Associate Director of Brotherhood

January 2015 - May 2015 (5 months)

Indiana University

- Coordinated a long-weekend for 50 fraternity brothers and 70 of their family members to experience Indiana University through local events at Oliver Winery, and Alpha Kappa Psi through an informational presentation about the fraternity's core values
- Organized 3 social events and strategically placed members in groups of 5 to boost cross-year unity throughout the chapter
- Managed 13 associates to improve and execute the goals and objectives of the brotherhood committee
- Awarded Best Committee by 150 other active brothers for effective and successful planning of brotherhood events

Delphi

Sales Intern

May 2016 - August 2016 (4 months)

Troy, Michigan

Geneva Park District

Seasonal Employee

May 2015 - August 2015 (4 months)

Geneva, Illinois

- Maintained district lawns to peak aesthetic appeal and provided services such as managing employee schedules
- Scheduled lawn maintenance to exceed daily quotas and uphold quality customer service
- Worked with 5 partners to improve teamwork and recognized by the director of park maintenance for my work ethic

Vector Marketing

Sales Representative

May 2014 - August 2014 (4 months)

Naperville, IL

Acted as a Sales Representative for Vector Marketing and sold CutCo. products to potential buyers.

- Developed sales skills through extensive sales training and learned selling skills such as up-selling and mirroring the customer.
- Collaborated with a 4-person team to analyze business trends and meet weekly quotas.
- Finished as the top sales representative in my sales class of 20 by selling over 5,000 dollars worth of product in less than 50 days.

Geneva Lutheran Church

Youth Worker

July 2014 - July 2014 (1 month)

Fentress County, Tennessee

- Participated in a mission trip in Fentress County, Tennessee, and collaborated with a group of 6 other adults and youth to build a porch for an impoverished, handicapped family living in a trailer park
- Worked over a five-day period buying our own materials, digging up the foundation, and finishing the five-foot tall, eight-foot wide wooden porch
- Efficiently created a beautiful porch within a five-day deadline. Developed teamwork and interpersonal skills by working closely with team as well as frequently interacting with family we were servicing

Geneva Lutheran Church

Youth Representative to Church Council

2013 - 2014 (1 year)

- Member of the Geneva Lutheran Church Council
- Attended all church meetings where I was liaison between the youth group and the church. Regularly presented youth initiatives and positions to the council as well as, sharing council direction with the youth group
- Regularly presented to a 200 plus member congregation on the activities of the youth group. Synthesized the broad opinions of the youth group into concise views to be shared with the church

Education

Indiana University Bloomington

Bachelor's Degree, Professional Sales and Business Analytics

Majors · (2014 - May 2018)