

Evan Hodge

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— Areas of Expertise —

Pricing | RFPs | Contract Management | Key Account Management | Business Development | Revenue Optimization | Consultative & Solution Selling | Sales Strategies | Customer Service & Satisfaction
Market Analysis | Stakeholders Collaboration | Documentation & Reporting

Professional Experience

Fleetmaster Epxress

Pricing Manager

Roanoke, VA

2020– 2022

Interpret pricing and strategy requirements, analyze data and coordinate pricing models in line with customer's needs. Managed orders, contracts, RFQs and RFPs. Project management of spotting, shuttle and yard management RFPs and implementation. Translate analysis results to executive team and craft proposal strategy. Schedule and lead Pricing reviews with stakeholders. Responsible for driving growth and maximize retention of a portfolio of accounts. Create demand, identify new opportunities within the portfolio, and sell creative solutions aligned to our customer's needs. Primary point of accountability, responsible for customer advocacy, driving continuous improvement. Proactive review of financial results, volume, and service performance reports and to monitor and drive account health. Understand negotiated payment terms and ensures AR processes are adhered to. Regularly reviewed AR dashboard and ensures timely action was taken with customers.

Customer Service Representative

2020– 2020

Communicate with customers to gain an insight of business while analyzing and fulfilling requirements. Worked with key decision makers to develop and implement effective strategies to improve business performance. Conduct business reviews to identify and address areas of concerns/improvements while emphasizing on business expansion. Serve as main point of contact to largest company accounts. Worked with internal pricing, capacity and operation teams to ensure customer KPIs were met.

C.H. Robinson

Roanoke, VA

Account Manager

2018 – 2019

Communicate with customers to gain an insight of business while analyzing and fulfilling requirements. Liaise with key decision makers to develop and implement effective strategies to improve business performance. Conduct business reviews to identify and address areas of concerns/improvements while emphasizing on business expansion. Achieved account profitability through sales plan execution, strengthening suppliers' relationships, A/R and A/P as well as claims management. Perform financial analysis to evaluate strategic choices, identify trends, threats, and opportunities. Serve as Project Manager to attain project objectives within budgetary and time constraints. Led business development for LTL, van, flatbed and drayage as a service through quoting, rating, and securing capacity.

Key Accomplishments:

- Created and implemented Standard Operating Procedures while ensuring consistency across customer locations.
- Improved volume of company's key accounts by 20% each year.
- Enhanced revenue generated from company's largest account by 20% per annum.

Sales Executive

2016 – 2018

Search and identify potential business opportunities as well as acquired new clients to enhance revenue stream. Supported senior management in taking key decisions by providing key information and essential information. Collaborated with internal team to devise and deliver appropriate solutions based on customer requirements while finalizing pricing strategy and discussing solution implementation as well as future customer growth potential. Responded to customer inquiries, resolved concerns, and addressed issues to assure a rich customer experience, resulting in improved satisfaction and retention levels.

Key Accomplishments:

- Promoted to the role of account manager on displaying strong work ethics and commitment to work.
- Met and exceeded sales targets by 15% within the first year by utilizing exceptional customer service skills.

Creek Bottom Brews
Marketing Manager

Galax, VA
2014 – 2016

Scheduled, organized, and promoted events by utilizing broad based marketing techniques. Improved sales of products and services and capitalized on future growth potential. Devised new strategies and refined existing ones to achieve revenue gains. Controlled costs and minimized expenses to meet monthly and quarterly budgets. Interfaced customers and vendors to maintain communication flow. Delivered extensive support and after sales service to customers with an aim to maximize satisfaction and gain trust.

Key Accomplishments:

- Designed and developed new as well as attractive products to expand product line and offer compelling options to customers, resulting in increased revenue.

Med-Fit Systems
Account Manager

Independence, VA
2012 – 2014

Generated sales of products by securing new customers. Facilitated customers and delivered assistance pertaining to sales, parts, products, and inventory over phone as well as email. Managed customer transactions and inventory sales. Processed transactions and supported in maintaining adequate inventory. Prepared and submitted key business reports to convey business performance, progress, and latest developments to upper management.

Additional Experience as **Inventory Control Specialist** at Med-Fit Systems, Independence, VA.

Education and Credentials

Bachelor of Arts, History and Music, 2010
King College – Bristol, TN