# John Yeong

*Senior Account Manager*

Shrewsbury · PA · US

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*Layout style: hybrid*

## Summary

Results-driven Account Manager with 17+ years of progressive experience in industrial equipment sales and service management, specializing in compressed air and mechanical solutions for manufacturing and light industrial clients. Demonstrated expertise in solution-based sales, territory development, and account management with a history of exceeding revenue targets, fostering customer loyalty, and optimizing service delivery through cross-functional collaboration. Adept at building high-trust relationships with end-users, distributors, and internal teams to drive growth, increase market share, and deliver measurable operational improvements.

## Experience

### Senior Account Manager at Innovia Air Technologies, Inc. (formerly Delta Pneumatics Systems)

01 May 2017 – Present

Promoted into senior role for consistently surpassing sales quotas and developing territory presence in Central Pennsylvania.

* Manage a $6M+ book of business across 12-county region, serving manufacturing, food processing, and light industrial clients.
* Drive direct and channel equipment, service and parts sales of compressed air systems (rotary/reciprocating compressors, air dryers, filtration, controls, rentals).
* Analyze plant processes to design and quote tailored compressed air solutions, including energy audits and system upgrades, resulting in an average documented client OPEX reduction of 12%.
* Lead customer education/training sessions on efficient air system operation and maintenance for end users and distributor reps.
* Oversee all CRM pipeline activities in Salesforce from opportunity identification to post-sale follow-up, achieving 98% data compliance rate.
* Partner with service and engineering teams for site assessments, installations, and troubleshooting; coordinate with project managers for turnkey installations.
* Negotiate service contracts with multi-year renewal rates exceeding 65%, contributing to recurring revenue growth.
* Conduct market research and competitive analysis to adjust territory strategy, introduce new offerings, and provide feedback to product development teams.
* Enforce field safety and compliance protocols during all on-site activities and manage travel expenses within company guidelines.
* Increased territory market share by 22% over four years through competitive account conversions and strategic upselling of service contracts.
* Top regional performer in sales revenue in 2019 and 2021, surpassing targets by 16% and 18% respectively.
* Designed and implemented a training series for dealer sales teams, improving partner channel sales pipeline conversion by 24%.
* Spearheaded a cross-functional task force to reduce average service order turnaround time from 72 to 48 hours.

### Account Manager at Innovia Air Technologies, Inc. (formerly Delta Pneumatics Systems)

01 Feb 2013 – 30 Apr 2017

### Sales Engineer at Simco Industrial Solutions

01 May 2009 – 31 Jan 2013

* Managed North and Central PA accounts for the sales and support of light industrial compressed air and vacuum systems.
* Provided application-specific technical consultations and performed site assessments to troubleshoot performance issues.
* Supported the launch of an energy savings initiative, preparing ROI calculations and proposals for customers seeking system upgrades.
* Worked closely with distributor partners to coordinate prospecting and co-hosted training events for client staff.
* Maintained meticulous data and follow-ups with new leads, service renewals, and parts orders in custom CRM.
* Converted 18 major competitive accounts in two years, generating $1.3M in incremental revenue.
* Recognized for highest customer satisfaction survey results (average 4.9/5) in 2012–2013 across company sales staff.

### Technical Sales Specialist at Triton Industrial Hardware

01 Jan 2006 – 30 Apr 2009

* Sold mechanical, pneumatic, and electrical products and accessories to manufacturing plants, logistics hubs, and contractors.
* Conducted inside and outside sales activities, technical product demos, and facilitated product training for new clients.
* Assisted engineering with basic equipment performance calculations and custom installation quotes.
* Coordinated sales proposals and contracts, including post-sale issue resolution and customer documentation management.

### Field Sales Technician at Merrimac Technologies

01 Jun 2004 – 31 Dec 2005

* Entered the industrial sales sector contracted to train with senior sales engineers on field prospecting and solution selling.
* Supported demo set-ups, prepared quotes, and maintained records; gained foundational knowledge in compressed air and mechanical solutions for light industrial customers.

## Education & Training

### Bachelor of Science, Mechanical Engineering Technology

Pennsylvania State University

– 01 May 2004

### Professional Development, Energy Auditing for Industrial Systems

Ingersoll Rand Learning Institute

– 01 Jan 2019

### Professional Development, Solution Selling Strategy for Account Managers

ASAM

– 01 Jan 2017

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| **Skills**  Technical Industrial Sales, Compressed Air Systems, Account/Territory Management, CRM, Mechanical & Electrical Aptitude, Customer Needs Assessment, Strategic Prospecting, B2B Relationship Building, Solution Selling/Value Selling, Contract Negotiation & Closing, Service Agreements & Renewals, Team Leadership & Training, Cross-functional Collaboration, Pipeline Management & Forecasting, Data-driven Reporting & Analysis, Turnkey Installations, Energy Audit Sales, Inventory & Cost Control, Project Coordination, Conflict Resolution & Problem Solving, Aftermarket Parts & Service, Distributor Partner Management, Market Analysis & Feedback, MS Office Suite, Field Safety Compliance, Revenue Growth Strategies, Phone & Face-to-Face Sales, Travel & Remote Work Management, Effective Communication, Technical Proficiencies  **Languages**  English — Native  Spanish — Conversational – professional working proficiency  **Certifications**  Certified Professional Sales Leader (CPSL) | 2018-01-01  National Association of Sales Professionals  Lean Six Sigma Green Belt | 2009-01-01  Avantic Institute  Associate Safety Professional (ASP) Training | 2014-01-01  NSC  **Awards**  Account Manager of the Year | 2021-01-01  Innovia Air Technologies  Awarded “Account Manager of the Year” (Innovia Air Technologies, 2021) for highest client retention and NPS. | **Projects**  **Dealer Sales Team Training Series**  Designed and implemented a training series for dealer sales teams, improving partner channel sales pipeline conversion by 24%.   * Designed and implemented a training series for dealer sales teams, improving partner channel sales pipeline conversion by 24%.   **Cross-functional Service Task Force**  Spearheaded a cross-functional task force to reduce average service order turnaround time from 72 to 48 hours.   * Spearheaded a cross-functional task force to reduce average service order turnaround time from 72 to 48 hours.   **Interests**  Industrial process efficiency  Community robotics mentoring  Cycling and hiking  **References**  References: Available upon request. |