

NICHOLAS JORDAN

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Portfolio Website:

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PROFESSIONAL SUMMARY

Recently moved from Chicago, Illinois to the Greater Atlanta area to be closer to my family. I am an ambitious, highly creative, and diligent Product Manager with a preface of 9+ years of technology industry success, including 7+ years of account-based sales through multiple channels of commerce (including Corporate, Government, and Education entities), followed by 2 years of Product Management, Product Development, & Project Management for a USA-based technology manufacturing company. Proficient in product roadmap development and lifecycle management, along with extensive market research and competitive analysis. Highly skilled in identifying opportunities to maximize revenue. Driven and strategic with proven history of superior market penetration and product launch prowess. Well-versed in market trends, sales strategies, and customer engagement techniques. Concise and decisive communicator with organizational, multitasking, and project management talents.

SKILLS

- Product Management
- Product Development
- Product Demo and Support
- Product Presentations
- Product Knowledge (SME)
- Product Marketing
- Product Testing (R&D)
- Personnel Training
- Solution Sales & Strategy
- Conflict Resolution
- Cross-functional Synthesis
- Verbal & Written Communication
- Writing Technical Requirements
- Timeline Management
- Copywriting (User Guides)
- Research and trend analysis
- Competitive Research
- Data Collection & Trend Analysis
- Industry Collaboration
- Efficient Multi-tasker
- Strong Interpersonal Skills
- Relationship Building
- Extensive Trade Show Experience
- Photo/Video Shoot Coordination

METHODS & PROGRAMS

- Waterfall, Stage-Gate, Agile
- JIRA & Slack
- CRM: Salesforce, MSFT Dynamics
- Windows & macOS

WORK HISTORY

Bretford Manufacturing Inc. - Product Manager
Franklin Park, IL • 09/2017 - 04/2019

- Managed universal device charging cart, A/V cart, and presentation cart product lines, which included the highest revenue earning cart, the CUBE Cart
- Forecasted sales numbers and product profitability to determine ideal strategies
- Modernized products based on consumer feedback and market analysis to increase sales and expand product offering
- Recommended product changes to enhance customer interest and maximize sales
- Strategized approaches to meet objectives and capitalize on emerging opportunities
- Developed innovative new products, such as virtual reality headset charging carts (in partnership with Lenovo and Synnex), CUBE Toploader Carts, a CUBE Micro Charging Station, a vinyl-wrapped collaboration cart with Microsoft for the game Minecraft
- Prototyped product through multiple iterations, including 3D printing and metal work, following a stage-gate methodology
- Led product sales training for new hires, as well as to the whole company when new products were released
- Supported all sales team members to drive growth and development. Assisted with product inquiries and informational interactions with both resellers (off-site) and end-users (both on-site and over the phone)
- Wrote product requirements and marketing briefs, in addition to providing target specifications to engineering
- Created and wrote the content of product user guides under PM purview
- Worked closely with ALL departments in order to successfully fulfill work duties: Engineering, Marketing, Sales, Manufacturing, Finance, Purchasing, Customer Service, and Operations

- Microsoft Office & Apple iWork

EDUCATION

Loyola University of Chicago
Chicago, IL

Bachelor of Arts: Political Science + International Studies

- Minored in Ceramic Art
- Member of Pi Sigma Alpha National Honor Society in Political Science
- Sigma Iota Rho National Honor Society in International Studies
- Loyola Scholarship Winner (4 year merit-based scholarship)
- Coca-Cola Scholarship Winner

- Actively participated in cross-functional teams that brought multiple departments together to facilitate more effective communication and better results during a given project
- Attended regional and national trade shows and provided customers and prospects with recommendations to promote brand effectiveness and product benefits

Bretford Manufacturing Inc. - National Channel Account Manager
Franklin Park, IL • 03/2017 - 09/2017

- Worked with Value Added Resellers, of varying sizes throughout the US, to enable and facilitate sales of product to end-users
- Main duty was to educate reseller partners about product offerings and support special pricing programs (Deal Registration), in order to protect discovered opportunities, drive sales revenue, and effectively fulfill customers' needs
- Outreach efforts included traveling to visit accounts (technology resellers and integrators) all over the country. This included facilitating trainings and arranging exciting social activities that drove more personal and stronger relationship with accounts. Also attended regional trade shows
- Increased YOY sales of assigned by 316%, in 6 months
- Success in this job role facilitated a promotion to the Product Management team in September 2017

Randstad Technologies USA - Technical Staffing Account Manager
Chicago, IL • 10/2016 - 03/2017

- Inside phone work to set appointments, Outside to conduct meetings; Main role was to acquire companies as Accounts to assist in identifying and placing individuals in their professional IT job roles (i.e. Project Managers, Scrum Masters, Programmers, Coders, Software Developers, and Software Engineers)
- Brought in 10 net-new clients as Accounts
- Established focused business development and recruiting plans
- Developed prospect list and execute a sales and marketing plan to generate new business
- Executed client visits ensuring customer satisfaction and marketing objectives
- Assessed client company position requirements, wrote complete job orders and appropriately matched candidates to meet client needs and expectations
- Recruited, screened, and scheduled interviews for candidates
- Performed reference checking procedures on all candidates
- Followed-up on all existing business to ensure retention, quality control and development of new business
- Proactively sought new avenues to penetrate clients and attract candidates
- Actively participated in professional and civic organizations designed to build networking database (job fairs, networking events, etc.)
- Established and maintained relationships with a variety of recruiting sources

Lyft Inc. - Contracted Driver, Brand Ambassador, & Mentor
Chicago, IL • 08/2013 - 02/2017

- Assisted in launching the service by being a part of the First 100 drivers hired in the Chicago market

- Ranked in top 5% of drivers based on ratings and nominated to the Mentor Team to assist in on-boarding new drivers
- As a 5-star driver for Lyft, the main focus was quality service and safety, while engaging with the rider(s) in a fun and respectful manner

Zones Inc. - Senior K12 Account Executive

Chicago, IL • 07/2016 - 10/2016

- Ranked in the Top 5% of individual sales performance in Public Sector revenue and profit
- Was promoted to Senior Account Executive in July 2016, included remote, W.F.H. rights, and increased compensation package

Zones Inc. - K12 Account Executive

Chicago, IL • 01/2014 - 07/2016

- Inside Sales; Successfully worked with K-12 School Districts in OK, KS, and IL—from Secretaries to Superintendents—to fulfill their technology plans and periodic IT needs by way of consultative sales and proactive customer service
- Sold over 500,000 items, worth over \$1.34 million
- Managed district-wide rollouts of technology, including brokering sales price, freight arrangements, and implementation, including professional services
- Awarded multiple “5-Star Customer Service” Awards for Outstanding Customer Service
- Top Student Award in Training Class.

AvePoint Inc. - Public Sector Account Manager

Chicago, IL • 07/2012 - 05/2013

- Inside Sales, facilitated product demos and provided software solutions to Public Sector Microsoft SharePoint customers looking to migrate, govern, and manage their data in the Northeastern US
- Consistently ranked in the Top 5% in Sales Revenue and Sales Efforts
- Served as Sales Mentor to new employees as well as part of the Sales Advisory Board

CDW - Corporate Account Manager

Chicago, IL • 02/2010 - 06/2012

- Inside Sales, solution-based consultation with prospective Corporate entities in Michigan to choose the most appropriate technology products and services to meet their business objectives
- Developed relationships from the Purchaser-level up to the Executive-level
- Supplemented business relationships through in-market visits and hosting customers locally for face-to-face relationship development and customer events
- Top Student in Training Class, Top 10% Sales in Academy On-Boarding Program, Top 20% Sales Performer vs Tenure

ADDITIONAL INFORMATION

To view my Product Development & Management Portfolio and for more in depth information about me, please visit my website @ www.nicholasjordan.design