

JOHN KAHN

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SALES AND BUSINESS DEVELOPMENT

20 years of outstanding experience of increasing sales and customer loyalty while decreasing costs with a significant impact on bottom line revenue. Sales and business development specialist ... web and social media conversant ... outstanding communication skills ... ability to effectively develop and close contracts.

Prospecting

Customer Service

Negotiation

Budget

Lead Generation

Market Research

Team Leadership

B2B Sales

Account Management

Client Relationship Management

Presentations

Client Needs Assessment

Inside Sales

Outside Sales

Consultative Sales

Marketing/Promotions

ACHIEVEMENTS

- Successfully grew account base and managed territory sales in the Northeast Region for a high volume of academic study abroad programs.
- Increased business over 55% within the last four years.
- Developed business with Marist College, Villanova, School of Visual Arts, and the United Nations International School.
- Spearheaded and developed niche business for fitness and wellness retreats.
- Significantly boosted account retention by delivering excellent customer service for multiple accounts.

PROFESSIONAL EXPERIENCE

SALES AND BUSINESS DEVELOPMENT MANAGER

2012-Present

Celestial Voyagers, Long Island City, NY

- Generate new and repeat accounts for study abroad programs (15-250 students) with contracts ranging from \$20,000 to \$200,000. Build prospect lists and deliver presentations via on-site visits, cold calling and email.
- Maximize profit margins by effective negotiation with hotel and airline carriers.
- Develop a productive team and generate positive relationships with management and staff.
- Increase business exposure through digital marketing and social media.
- Foster relationships with study abroad coordinators and other decision-makers.
- Enhance public relations of the company through participation at trade shows and networking events.

SALES AND MARKETING EXPEDITION SPECIALIST

2009-2013

National Geographic /Lindblad Expeditions New York, NY

- Exceeded monthly sales goals and developed a steady stream of repeat business by booking reservations for high-end clientele for luxury cruises to worldwide destinations.
- Managed accounts and ensured customer satisfaction; attended to pricing requests and itinerary information.
- Contributed to the design and production of marketing and promotional materials.

SALES REPRESENTATIVE

1998-2009

Sun Splash Tours, Jersey City, NJ

- Sold and coordinated special event travel packages for universities.
- Managed a team of six (6) customer service representatives.
- Achieved lower contract pricing and 15% reduction in operational expenses by adept negotiations with hotels and airlines.
- Increased sales and upsell by employing demographics and travel statistics.

EDUCATION

Bachelor of Science in Marketing, SUNY Albany, 1994

COMPUTER SKILLS

Microsoft Office (Word, Excel, PowerPoint)

Net Reservations, Trip Trax, DBill