

# KENNETH KIWICZ

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## Professional Summary

Sales professional with extensive experience in account and customer relationship management. Cultivates nurtures and maintains long-term customer relationships to boost sales and grow brand visibility.

## Skills

- B2B sales
- National account management
- Detail-oriented data analysis
- Sales forecasting
- Project Management
- Business development
- Knowledge of Lean Six Sigma processes
- Sales and contact reports
- Sales Development
- Customer Relationship

## Work History

**Account Manager, 11/2012 to 06/2017**

**Ecolab Inc – Chicago, IL**

Provider of technical consultation and chemical solutions for water distribution systems, mechanical processing equipment, environment and facilities at food, beverage, pharmaceutical, and health wellness product manufacturers.

- Increased sales growth of 17.9% or 5966.7% of goal on a \$1,567,746 territory in 2016 and more than 15% in 2013, 2014 and 2015.
- Developed and maintained relationships with contacts in quality, safety, operations and C-level management at 30+ customer accounts using CRM software Salesforce.
- Delivered 120+ business review presentations and 200+ customer training sessions.
- Saved customers 108M gallons of water, 52,000 DTH of natural gas, and over 2,300,000 KW h in electricity and counting working on continuous improvement projects with customers.
- Gained 36+ months and 4500+ hours of project management experience required for Project Management Professional certification.
- Proposed, quoted, sold and managed more than 12 capital equipment projects from \$10K-\$500K.

**Sales Representative (Website Developer), 01/2009 to 12/2011**

## **KBC Marketing – Detroit, MI**

Worked in outside sales with new and existing clients and helped the company to grow their brand and inside sales by learning HTML and Google tools to increase their exposure.

- Increased inside sales 500% (2010 and 2011) by developing a website.
- Delivered 100% customer retention (2009, 2010, 2011).
- Increased outside B2B sales by more than 30% per year.

## **Customer Service Applications Engineer, 01/2005 to 12/2007**

### **ZF Group – Livonia, MI**

Provided support to Ford as part of our Customer Service Applications Group and provided engineering solutions while supporting logistics between Ford and TRW.

- Contributed to the prevention of 2 potential recalls by leading teams that cleaned up supplier issues in the field.
- Delivered \$2.2B in potential savings by ensuring supplier compliance.
- Managed and trained 20+ contract workers to put into place at customer facilities to ensure products supplied were within contract specification.

## **Education**

**Bachelor of Science: Biology, Minor in Physics, Concentration in Premedical, 2012**

### **Oakland University - Rochester, MI**

- Member of Oakland University Pre-Medical Society
- Recipient of Michigan Merit Scholarship
- Coursework in Finance and Accounting

**Bachelor of Science: Mechanical Engineering, 2006**

### **Kettering University - Flint, MI**

- Member of Aerospace Club
- Recipient of Presidential Merit Scholarship
- Coursework in International Business

## **Accomplishments**

- Awarded District of the Year in 2016 and 2013 for consistently exceeding sales goals.
- Exceeded targeted sales goals by 15% for 180 months in a row.
- Successfully managed \$2.3 million in sales volume.

## **Affiliations**

Project Management Institute, American Chemical Society, Association of Physicists in Medicine