



Kenneth J Kiwicz

Inventive Sales Professional | Client
Engagement Maven | Technology
Whiz | Making the Impossible
Possible

Phone: (312) 256-7652

Address: 1248 N Wolcott Ave, Chicago, IL 60622

Website: www.kennethkiwicz.com

Email: kennethkiwicz@outlook.com

Dynamic, flexible, and proactive chemical sales professional with 7 years' experience in outside business to business sales. Accomplished in new business development, account management, and customer service. Cultivates, nurtures, and maintains long-term customer relationships to boost sales and grow brand visibility.

Skills & Expertise

- B2B sales, B2C sales, inside sales, field sales
- National account management, Fortune 100
- Detail-oriented data analysis, budget, P&L
- Customer service and complaint resolution
- Project management and coordination
- Contract management and negotiations
- Outside sales and business development
- Consultative sales and post-sales support
- Sales plans, development, and sales forecasting
- Cross functional team building and sales leadership
- Customer relationship management, CRM
- Salesforce performance management and pricing

Work Experience

Regional Sales Representative, 02/2017 to present

Sanitation Food Safety Consultants – Chicago, IL

Specialty chemical and food safety consultant to the food and beverage industry. Perform audits and inspect customer sites to identify areas of concern in the food processing manufacturing environment. Provide clients with an actionable plan for improvement following an assessment. Assist customers that require emergency interventions, are working on a new product launch, or want to improve their existing sanitation program.

- Created, delivered, and trained teams on 1000+ Sanitation Standard Operating Procedures or SSOP's.
- Restored operations on a consistently down line at a beverage manufacturer. Recommended innovative biofilm removal chemicals and procedures to correct problem. Continued on-site support resulted in a savings of \$1M+.

Account Manager, 11/2012 to 02/2017

Ecolab Inc – Chicago, IL

Worked in field sales to provide technical consultation and chemical solutions for treating and maintaining water distribution systems. Advised customers on innovation in cleaning and sanitation chemicals and techniques to use on their mechanical processing equipment and facilities. Ensured food, beverage, meat, dairy, pharmaceutical, and health and wellness product manufacturers delivered safe quality products that met or exceeded FDA and USDA standards.

- Increased sales growth of 17.9% or 5966.7% of goal on a \$1,567,746 territory in 2016.
- Developed and maintained relationships with contacts in quality, safety, operations and C-level management at 30+ customer accounts including Coca Cola, Nestle, Kraft and Malcolm Meats.
- Delivered 120+ business review presentations to plant management and 200+ customer training sessions on chemical safety, SDS, HACCP, BRC, SQF, FSMA, GFSI and sanitation manager certifications.
- Saved customers 108M gallons of water, 52,000 DTH of natural gas, and over 2,300,000 kWh in electricity and counting working on continuous improvement projects.
- Proposed, quoted, sold and managed more than 12 capital equipment projects from \$10K-\$500K.

Clinical Research Associate, 01/2011 to 10/2012

Henry Ford Hospital – Detroit, MI

Assisted more than 20 different doctors and nurses in the ER at a Level 1 Trauma Center as part of a volunteer program.

- Screened 1000+ patients, acquired their consent when necessary and enrolled eligible patients.

Sales Representative, 09/2007 to 12/2011

KBC Marketing – Detroit, MI

Worked in outside sales with new and existing clients. Grew and managed the brand and increased inside sales by learning HTML and Google tools to increase exposure. Attended Oakland University full-time.

- Increased inside sales 500% (2010 and 2011) by developing a website and creating marketing campaigns.
- Delivered 100% customer retention (2009, 2010, 2011) by increasing customer and brand loyalty.
- Increased outside B2B sales by more than 30% per year through customer and online referrals.

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. Presented and tested engineering braking and roll stability control solutions. Supported logistics between Ford and TRW. Attended Kettering University full-time.

- 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

BSc: Biology, Minor in Physics, Conc. in Premedical, 2012

Oakland University - Rochester, MI

- OU Pre-Medical Society, Recipient of Michigan Merit Scholarship, Deans List 2011 and 2012.

BSc: Mechanical Engineering, 2006

Kettering University - Flint, MI

- 44 credits transferred to OU in 2007. Member of Aerospace Club, Recipient of Presidential Merit Scholarship.

Accomplishments

- Awarded District of the Year in 2016 and 2013 for achieving my goals and helping others achieve theirs.
- Exceeded targeted sales goals by 15% for 180 months in a row and successfully managed \$2.3M in sales.
- Project Management Professional: 36+ months and 4500+ hours of project management experience completed.

Professional Organizations

Oakland University Alumni Association, 05/2012-present

Rochester, MI

Chemical Consultants Network, 07/2017-present

Cynwynd, PA

Project Management Institute, 11/2016-present

New Town Square, PA

American Chemical Society 05/2011-present

Washington, DC

Volunteer Experience

Alumni Admissions Ambassador, 08/2017-present

Oakland University - Rochester, MI

Campaign Volunteer, 07/2017-present

Charity Water – New York, NY

Blood Donor (23 times), 11/2004-present

American Red Cross–Chicago, IL

Guest Information Desk (150+ hours), 01/2011-10/2012

Henry Ford Hospital– Detroit, MI

Clinical Research (150+ hours), 05/2011-08/2011

Henry Ford Hospital– Detroit, MI