

Tyler Howard

Senior Inside Account Executive, Facilities Solutions

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STRENGTHS

- 🗣️ **Consultative discovery**
Customer conversations often revealed needs hidden behind routine orders, leading to more useful facility supply recommendations.
- 🔍 **Account retention**
Regular account reviews helped surface service concerns early, giving customers a clear path forward.
- 📋 **Pipeline discipline**
Salesforce follow up kept next steps visible. Colleagues could quickly see which opportunities needed attention.
- ♥️ **Solution presentations**
PowerPoint account reviews connected customer priorities with products, programs, pricing, and practical implementation details.
- 👥 **Cross functional selling**
Pricing and support partnerships turned difficult quotes and service issues into coordinated customer solutions.

SKILLS

Consultative selling
Janitorial and Sanitation
Breakroom sales Salesforce.com
CRM management Microsoft 365
Prospecting Pipeline management
RFP responses Quoting
Presentations Account retention
Margin growth Customer discovery
Full sales cycle

LANGUAGES

English Native

SUMMARY

Senior inside sales professional with six years of experience growing commercial account portfolios across Facility Solutions, **Janitorial and Sanitation**, Breakroom, and related business products. Consultative discovery, retention planning, prospecting, pipeline management, quoting, presentations, and full sales cycle execution support profitable growth across complex, multi site accounts. Salesforce.com, **Microsoft 365**, customer data, and **sales enablement tools** guide opportunity prioritization, personalized engagement, forecasting, and follow through. Partnerships with pricing specialists, support teams, and cross functional sellers have supported RFP responses, competitive proposals, program adherence, margin decisions, and customer centered solutions. Practical product knowledge covers cleaning chemicals, paper products, dispensers, hand soaps, sanitizers, safety supplies, breakroom products, and **total coffee programs**. Ready for an on site sales role focused on retention, expansion, prospecting, and lasting customer value.

EXPERIENCE

Senior Inside Account Executive, Facility Solutions

Suncoast Facility Supply 📅 October 2023 to Present 📍 Orlando, FL

Owns complex commercial account relationships across Janitorial and Sanitation and Breakroom categories. Leads retention, expansion, prospecting, quoting, presentations, pricing coordination, program adherence, and customer issue resolution for multi site accounts.

- Built retention plans for complex **Janitorial and Sanitation** accounts, preserving relationships through targeted account reviews.
- Uncovered facility needs through **consultative discovery**, then recommended cleaning, hygiene, safety, and coffee solutions.
- Managed **Salesforce.com** opportunities, forecasts, and next steps, keeping full cycle pursuits moving toward close.
- Partnered with pricing specialists on RFP responses, competitive quotes, margin decisions, and customer proposals.
- Delivered PowerPoint presentations linking **customer priorities** with products, programs, **pricing**, and implementation considerations.
- Monitored program and pricing adherence across **multi site customers**, resolving exceptions with support teams.

Inside Account Executive, Commercial Accounts

Central Florida Workplace Products 📅 September 2020 to September 2023 📍 Sanford, FL

Managed a commercial account portfolio through prospecting, pipeline development, quoting, closing, retention, and expansion. Used customer purchasing patterns, CRM activity, presentations, and **internal partnerships** to support profitable account growth and service continuity.

- Owned prospecting, **pipeline management**, quoting, closing, retention, and expansion across assigned commercial accounts.
- Reviewed purchasing patterns and opened **Janitorial and Sanitation** and Breakroom conversations around **unmet facility needs**.
- Used CRM activity and customer data to prioritize follow up and maintain reliable **opportunity visibility**.
- Created competitive quotes and proposals with pricing partners, balancing customer value with profitable account growth.
- Presented product and **program recommendations** during virtual and in person stakeholder meetings.
- Tracked customer commitments and coordinated service issues with support teams, protecting retention and account relationships.

LEADERSHIP & AWARDS

- Senior account ownership recognition for sustained focus on complex commercial customer relationships.

MY CAREER

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MONTHS

- Customer solution recognition for clear presentations connecting facility needs with practical product programs.

EDUCATION

High School Diploma

Edgewater High School 🎓 GPA: 4.0 📅 2020 📍 Orlando, FL

Coursework: Business communication, mathematics, computer applications, economics

CERTIFICATIONS

- Salesforce Trailhead Sales Representative Learning Path 📅 2025
- Microsoft 365 Proficiency 📅 2026

TECHNICAL SKILLS

- **CRM Platforms:** Salesforce.com, CRM, Salesforce Trailhead
- **Microsoft 365:** Outlook, Excel, Word, PowerPoint
- **Sales Operations:** Pipeline management, Forecasting, Opportunity tracking
- **Account Sales:** Prospecting, Retention, Expansion
- **Janitorial Supplies:** Cleaning chemicals, Janitorial paper, Dispensers
- **Hygiene Products:** Hand soaps, Sanitizers, Hygiene supplies
- **Safety Supplies:** Safety products, Facility safety, Workplace supplies
- **Breakroom Programs:** Breakroom products, Total coffee programs, Beverage supplies
- **Proposal Development:** RFP responses, Competitive proposals, Customer quotes
- **Pricing Management:** Pricing structures, Margin management, Quote details
- **Customer Engagement:** Consultative discovery, Customer presentations, Account reviews
- **Sales Enablement:** Sales enablement tools, Customer data, Digital tools

PROFESSIONAL AFFILIATIONS

- Commercial facilities supply sales community, focused on Janitorial and Sanitation and Breakroom solutions.
- Salesforce Trailhead learning community, focused on CRM skills and disciplined opportunity management.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST