

Maritza Davis

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Objective

Tenured Accounts Manager with 15+ years' experience collaborating with National Restaurant Chains. Primary point-of-contact and liaison between the Customers, Purchasing agent(s), and Distribution Centers nationwide. Successfully onboarded multiple national restaurant chains; this from business development, purchasing specs, order guide layout, and customized customer portal needs.

Skills & Abilities

- National account management
- Business development (sales)
- Forecasting of inventory needs
- Inventory comms. w/ customer
- Detail-oriented reporting
- Data mining for customer
- New vendor/item set-up
- Word, Excel, PPT proficient
- Experienced w/ account reviews
- Rapport/relationship builder

Experience

NATIONAL ACCOUNT MANAGER | CORE-MARK INTERNATIONAL, INC. | 01/2019 TO PRESENT

- Account Lead & Data Coordinator for our #1 growing brand. Successfully coordinated a growth plan (100% YoY store count) by timely location setup within our multi-tier system, location identifiers sent to DC, coordinate with buyers setup of all new items required by location, assist with sending the initial opening products order which lends to a smooth opening for the customer.
- Verify all new procedures, service changes, and system modifications have been successfully communicated with customer, as well as timeline(s) for each, before applied to Customer accounts.
- Monitor, and present data to customer, regarding aged inventory; coordinate an exit strategy(s) with Customer and Distribution Centers for a smooth evacuation of all aged inventory(s) before losses are realized.
- Create, manage, and maintain customized reoccurring reports for our customer, directors, distribution centers; such as critical items, out of stocks, velocity, and lost sales.
- Conduct regular account reviews with customer to evaluate any changes in customers' needs.
- Build rapport with all members of our valued customers' team, including all category managers, upper management and field operational management.
- Manage all promotional activity, including coordination of item setup within system, purchasing commitments, and subsequent communications to DC's to ensure product(s) are scheduled to ship in timely manner, to all stores.
- Control inventory by working with 15 Distribution Centers to monitor fill rates and ensure best possible performance and communicate to buyers projected movement on new Customer items.
- Communicate to Distribution Centers all developments with our customer; such as store closings, store openings, new marketing initiatives and financial changes.

NATIONAL ACCOUNT MANAGER | NATIONAL PRODUCE CONSULTANTS | 04/2017 TO 1/2019

- Contact potential customers and introduce them to the benefit(s) of utilizing the company

- Educate new customers about the customer portal and coordinate all aspects of the on-boarding
- Communication liaison between customers, independent distributors, and the company
- Communications liaison between procurement agents and independent distributors

Experience – Cont.

- Conduct on-site delivery audits to ensure items match customer specs, then communicate results
- Manage restaurants' promo activity to ensure customers have zero outs
- Work with IT department to facilitate customer(s) needs for customized reporting
- Coordinate communications for 27 independent distributors delivering to over 250 restaurants
- Conduct weekly pricing audits of all 27 independent distributors, then communicate required action(s)

NATIONAL ACCOUNT MANAGER | PFG CUSTOMIZED DISTRIBUTION | 05/2000 TO 09/2016

- Contacted potential customers and introduced them the benefits of utilizing a customized distributor
- Negotiated service/distribution agreements, pricing, and terms with potential customers
- Managed a portfolio of 6 accounts totaling more than \$800MM in annual sales
- Conducted regular quarterly account reviews with customers' director-level personnel
- Co-created many reporting capabilities with IT that are now standard ops at PFGCD for their customers
- Managed Promo/LTO activity, for the entire duration, to ensure customer had zero outs and DC's were left with zero aged inventory
- Produced sales forecasts, then communicated results to purchasing. Goal was to avoid DC having outs or aged inventory
- Continually focused on providing timely and correct service levels and reports to all customers
- Ensured all customer data (contacts, credit forms, specific delivery requirements, etc.) were posted timely and accurately to avoid delivery issues
- Responsible for training of new account assistants, account managers, and national account managers

PURCHASING AGENT | DF&R RESTAURANTS (DON PABLO'S) | 09/1996 TO 04/2000

- Set up new restaurants with customized order guide and placed into distributors client portal
- Coordinated distribution needs of all Don Pablo's restaurants with distributor
- Responsible for purchasing needs of all new restaurants scheduled to open
- Purchasing agent for all FF&E for the company

- Managed inventory levels to ensure there was zero aged inventory

Additional Information

- On-boarded over 475 restaurants during tenure as NAM
- Oversee 800+ restaurants/stores during tenure as NAM
- Managed/coordinated communications for over 125 menu implementations/Promotions
- Created Promo screen within customized customer portal to remind restaurants of upcoming events and estimated purchasing requirements
- Committed to excellence, NPC was awarded The Vendor of the Year by La Madeleine, 2018
- Committed to excellence, PFGCD was awarded Vendor of the Year by Fuzzy's Taco Shop, 2014
- Committed to excellence, PFGCD was awarded The President Award by TGI Friday's, 2004

Education

- Tarrant County College – Business Studies

References

- Upon request