



SARAH M PICHLER

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Bozeman, MT,
59718

Account Manager

Hard-working, high energy, top performing sales/marketing professional with a proven track record of driving strong sales growth in competitive markets while consistently exceeding established goals. Recognized leader and creative thinker identifying trends and seizing market opportunities. In-depth knowledge and experience in sales, operations, and data management.

Competencies

Adaptability

Teamwork

Integrity

Focus

Problem-solving

Employee development

Communication

Leadership

Flexibility

Time Management

Results-driven

Collaborative learner

Professional Experience

Mesa Laboratories

Nov 2019 to Present

Account Manager | Mar 2020 - Present

Created an international portfolio of products that exceeds \$250k and 325 SKUs. Led goals-exceeding sales for 21 states plus all of Canada. Implemented a territory business plan, identifying business opportunities across diverse areas. Utilized forecasts, CRM, and other tools to manage territory and exceed goals.

- 2022/2023: Finished 106.4% of quota attainment
- 2021/2022: Finished 107% of quota attainment
- 2020/2021: Finished 106.6% of quota attainment
- Number 1 on the North American sales team in 2020, 2021, and 2022
- Established North American sales team
- Lead training of new employees into sales and account management processes
- Received "Exceeds Expectations" Annual Reviews for 3 years by exceeding sales and behaviors
- Appointed A3 problem solving leader & Kaizen leader for 2021 on prospecting and connections
- Launched new product into highly competitive market

Customer Service Representative | Nov 2019 - Mar 2020

Led goals for outbound calls to dentist offices, vet offices, and tattoo shops for expired test, giving results, and getting new offices into our system. Placed orders through phone calls and online portal. Utilized CRM and other tools to exceed goals.

- Lead team in number of outbound calls all 4 months

- Customer satisfaction score above 80% all 4 months
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Enterprise Holdings

Jan 2017 to Oct 2019

Branch Manager | Apr 2018 - Oct 2019

Headed daily branch operations from risk, loss control, employee development, sales, customer service etc. Coached and mentored employees on both inside and outside sales techniques as well as compliance. Provided hands-on and motivational leadership that improved performance and boosted morale. Achieved and maintained individual as well as branch goal.

- 2018 EAA Award (Exceptional Achievement Award)
- 14 of 17 months in top 5 of branch manager matrix
- 7 direct reports promoted

Assistant Branch Manager | Nov 2017 - Apr 2018

Headed daily branch operations from risk, loss control, employee development, sales, customer service etc. Coached and mentored employees on both inside and outside sales techniques as well as compliance. Provided hands-on and motivational leadership that improved performance and boosted morale. Achieved and maintained individual as well as branch goal.

- 6 of 7 months in top 5 of assistant manager matrix
- 4 direct reports promoted

Management Trainee | Jan 2017 - Nov 2017

Learned the branch operations from the ground up by writing tickets for retail, insurance and corporate customers. Focused on the customer experience and selling additional services with the rental.

- 7 of 11 months in top 5 of management trainee matrix
- Lead to a promotion to the largest branch in the group

Education & Professional Development

Montana State University Billings • Bachelor of Science in Management

- Graduated cum laude

Montana State University Billings • Bachelor of Science in Marketing

- Graduated cum laude