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Energetic and self-motivated leader with decades of experience in Corporate Security and Account Management in Foodservice Distribution and Transportation.

Skilled in Business Development, Customer Relations, Coaching and Development, Team Building, Fiscal Management, Security Management, Personal Security and Safety, Global Logistics - Domestic and International Sales. Written and verbal communication, professional development, and personnel administration skills are acute. Ability to create and foster efficient and productive workplace environment with exceptional levels of interpersonal and team communications.

PROFESSIONAL EXPERIENCE

Hellmann Worldwide Logistics

2/2023 – 11/2023

Field Sales Account Executive

- Act as the single point of contact for Hellmann solutions and service sales across all Product areas, especially Air Freight and Ocean Freight, within the assigned territory and customer base.
- Aggressively obtain new local customers through sales "hunting" activity, developing relationships, and correctly assessing the prospective account in order to secure business.
- Build customer portfolio in alignment with the needs and capabilities of the local branch Product and Operations Leaders.
- Perform all aspects of the sales process and input & update all relevant activities utilizing CRM daily.
- Conduct mutually agreed Quarterly Business Reviews with the customer and maintain close/ongoing communication with customer and Hellmann Operations to assure expectations are satisfied.
- Report to management regularly on market development and customer trends and activities.

Nolan Transportation Group

5/2021 – 7/2022

Sr. Multi-modal Sales Executive

- Significant contributor to success of Sr. Sales team
- Top Salesman Recognition
- Highest volume and GP on Team

Responsible for promoting and selling ground transportation services in accordance with company goals and objectives focusing on building partnerships with existing and new customers. Conduct strategy and discovery calls to understand needs of new customers, aligning operational leadership to support the customers, securing carriers and providing up-to-date information to customers.

CEVA LOGISTICS

1/2019-2/2021

Corporate Account Executive

- Contributed to expansion of Charlotte territory
- Built relationships resulting in invitations to multi-million-dollar RFQ's

Responsible for identifying business growth opportunities and developing strategies to increase company sales. Establish relationships with new customers and secure contracts with new customers. Drive the entire sales cycle from initial customer engagement to closed sales. Build and maintain a healthy sales pipeline to meet or exceed sales targets. Prospect for potential customers using various direct methods such as calling and face to face meetings, and indirect methods such as networking. Develop and maintain functional knowledge of the products, services and operations offered by the company. Interact regularly with station and operations managers and develop close and cooperative working relationship with operational staff to ensure the customer's needs are met.

MCLANE CO.

1/2017-1/2019

National Key Account Manager

- Built key relationships with Executive Leadership Team
- Increased revenues by \$100MM in two years
- Contract renewed under my relationship and success associated with it

Responsible for developing sales and executing the strategic business and operations plans that directly supports the objectives of an \$8.5B fortune 500 customer. Responsible for Relationship Building and Project Management, consulting with Sr. Executives, Retail Management and Suppliers to meet cyclical goals with a team that focuses on Supply Chain and Distribution.

GUARDSMARK LLC / ALLIED UNIVERSAL

1998-2017

Corporate Account Manager – 2015 – 2017

- Improved QBR scores from 73 to 94 in first quarter.
- Achieved contract extension.

Direct Liaison for major Utility Customer providing Security Services to NC, Florida and the Midwest. Executes Accounting and Excel principles to streamline monthly invoicing amassing greater than \$1M in services improving payment terms from 210 days to 30 days. Increased quarterly business review scores from 73 to 94 within one quarter. Provide daily direction and leadership to Regional Account Managers, managing more than 60 facilities in the Midwest, North Carolina and Florida. Provide single point of contact for customer issue escalation and resolution. Maximized revenue and profit through invoice accuracy and built relationships that ultimately contributed to contract retention.

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Regional Manager - 1998-2015

Managed 9 salaried and more than 350 hourly personnel providing security services to Fortune 1000 companies across various vertical markets including defense industry, financial sector, science and technology, pharmaceutical, chemical, research and development, healthcare, institutions of higher learning, manufacturing, distribution and commercial properties.

- Progressively promoted throughout tenure from entry Level to Regional Management.
- Annually increased volume and revenues.
- Annually rewarded for Client Retention and Diversity Management
- Led team of Managers to anticipate client issues and proactively coordinate resolution.
- Earned Management By Objective bonuses for profit and volume annually.
- Developed annual budget and forecasted monthly P&L estimates.
- Led Learning and Development programs
- Created Special Operating Procedures and maintained updates working collaboratively with Customers and L&D teams.
- Organized Special Events Projects and addressed all Client needs related to security.

PIEDMONT AIRLINES

2008 – 10/2024

Ground Handling Agent – 2008 – 10/2024

- Responsible for below-the-wing services of the aircraft.
- Load and unload baggage and cargo.
- Operate motorized service vehicles and equipment
- Guide and park aircraft
- Work as a team to provide excellent customer service and meet corporate objectives.

EDUCATION

Bachelor of Arts, Political Science

North Carolina Central University

Durham, NC

Bachelor of Science, Criminal Justice

North Carolina Central University

Durham, NC