

Joyner Jim

Sales Principal at Hussmann

Summary

Focused on improving an organizations overall effectiveness.

Experience

Sales Principal at Hussmann

March 2008 - Present (7 years 5 months)

Manage equipment sales for Target. • Secure customer orders that achieve corporate sales and OI objectives. Drive sales by providing solutions to customers that address their respective business needs. • Develop effective relationships with key customer contacts that lead to profitable sales. Implement customer feedback procedures/programs to assess customer satisfaction levels. • Participate in trade shows and industry associations. • Maintain current knowledge of Hussmann product / service offerings, industry/competitor trends and customer requirements / conditions. Be responsible for continuing self-development especially in the areas of interpersonal communications, negotiations, account management, cross-selling, refrigeration concepts and solutions selling

Manager New Product Development at Hussmann

April 2005 - March 2008 (3 years)

Led the marketing and product development activities related to new product launches to include supportive collateral materials, promotion of customer conversion, and product training. Helped lead the Display Case Marketing group to achieve results in key areas such as growth orientation, portfolio management, price management, product profit improvement, quality, and brand promotion. Directed the New Product Development process by management of project priorities to maximize benefits.

Manager Customer Service at Hussmann

January 2004 - April 2005 (1 year 4 months)

Managed the Customer Service organization to ensure robust processes are in place to support customer material fulfillment needs. Continually reviewed the workload and status of level of service through daily reports and frequent contact with key personnel. Initiated appropriate actions to exceed customer's expectations.

Focus Factory Manager at Hussmann

December 2001 - December 2003 (2 years 1 month)

Directed scheduling, planning, engineering, quality and production activities to achieve short- and long-range manufacturing goals and service objectives while operating under budget. Monitored performance and implemented corrective action necessary to achieve business goals. Championed change and drove

for continuous improvement. Operated business within all federal, state and local safety/environmental regulations as well as company's policies and procedures

Operational Excellence Leader at Hussmann

January 2001 - December 2001 (1 year)

Selected to participate in an 18-week Lean Leader training program to become skilled and fluent in the knowledge necessary to implement Lean Manufacturing. Training included visits to other IR facilities. Led continuous improvement efforts and acted as an internal consultant and change agent by driving the implementation and sustainment of Lean Manufacturing. Facilitated Kaizen Events, assisted Work Stream Teams and tracked results to support Lean journey. Made recommendations to and advised the Plant Steering Team. Contributed to training subsequent Lean Leader Training sessions (5 since inception). Team earned the Ingersoll-Rand Chairman's Award for Operational Excellence in 2001.

ME Manager / Senior ME / ME at Hussmann

March 1990 - October 1999 (9 years 8 months)

Managed the analysis, development and implementation of efficient manufacturing processes related to the manufacturing of products, while maintaining all quality and safety standards. Staff included plant's 8 manufacturing engineers. Along with day-to-day responsibilities, group was responsible for the development, launch and support of a \$15 million new product family. Project involved the design, installation, start-up and maintenance of 5 high-volume assembly lines, robotic welders and associated overhead conveyor systems, high-volume automated foaming systems, and related work instructions for entire product line.

Skills & Expertise

Lean Manufacturing

Continuous Improvement

Product Development

Manufacturing

Management

Kaizen

Engineering

Project Planning

Account Management

Budgets

Negotiation

Pricing

Operational Excellence

Marketing

Customer Service

Analysis

Cross-functional Team Leadership

Refrigeration
Leadership
Sales Management
Purchasing
Supply Chain
Six Sigma
Process Improvement
Forecasting
Supply Chain Management
Inventory Management
Sales
Operations Management
Product Management
Team Building
Global Sourcing
Strategic Sourcing
Competitive Analysis
P&L Management

Education

Washington University in St. Louis

MSEM, Engineering Management, 1994 - 1999

University of Missouri-Columbia

BSIE, Industrial Engineering, 1982 - 1987

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[Contact Joyner on LinkedIn](#)