

# ZACH SCHULZ

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## SUMMARY

Results-driven professional with experience in B2B & B2C client acquisition, full cycle account management, operations, territory growth, CRM optimization, and leadership. Proven ability to grow client relationships, manage company resources, and implement process improvements.

## PROFESSIONAL EXPERIENCE

### Telecom Specialties Inc. | Alpharetta, GA

#### **Director of Administration | 07/2022 - Present**

- Lead accounts receivable operations ensuring > 90% on time payment collection.
- Support operations across HR, payroll, IT administration, sales tax compliance, and vendor management.
- Spearheaded company-wide transition from QuickBooks to NetSuite with zero operational downtime.
- Implemented full digital recordkeeping system, reducing document retrieval time and increasing efficiency.
- Design and deliver internal training programs, increasing process compliance.
- Collaborate with executive leadership to develop and execute growth strategies that improve operational efficiency and profitability.

#### **Telecommunications Account Manager | 09/2021 – 07/2022**

- Prospected and secured new accounts through targeted outreach, owning the entire sales pipeline.
- Led the sales team in both activity and closing percentage, averaging 100+ cold calls weekly.
- Built client relationships through consistent follow-up, resulting in > 70% conversion to repeat business.
- Managed strategic vendor partnerships to ensure cost-effective and high-quality service delivery.

### Arbor-nomics | Norcross, GA

#### **Residential Turf Care Sales Representative | 04/2021 – 09/2021**

- Achieved team-leading close rate of > 80% by delivering 70+ proposals weekly to company-sourced leads.
- Developed proposals through on-site property assessments to meet client needs.
- Expanded customer services through proactive follow-up and relationship-building.

### Cintas | Facility Services Rentals Division | Kennesaw, GA

#### **Route Service Sales Representative | 11/2020 – 04/2021**

- Managed weekly route of over 100 customers.
- Addressed all customer needs and concerns promptly, expanding the services utilized.
- Managed accounts receivable for my route with > 80% on time payment collection.
- Ensured 100% contract renewal for my customers as their contracts approached expiration.

### Old Town Trolley Tours | Savannah, GA

#### **Hotel Concierge / Hospitality Sales | 08/2019 – 11/2020**

- Sold attraction packages and local experiences, often leading the team in weekly strategic ticket sales.
- Provided personalized guest service and trip planning, increasing guest satisfaction scores.
- Earned Savannah Tourism Leadership Council's Coastal Concierge Certification.

## EDUCATION

### Georgia Southern University | Statesboro, GA

B.A. History | Religious Studies Minor

#### **Student Employment:**

Resident Advisor | 08/2015 – 05/2017

Conference Services Manager | Seasonal 05/2017 – 08/2017, 04/2018 – 08/2018, and 04/2019 – 08/2019