

**Steven Kovacs**  
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**Objective:** Sales Management and Pacific Northwest regional development.

### **Experience**

**Business Development Manager**, WLG Logistics / Mares-Shreve, Seattle, WA. 2007-2009

- ◆ Established local sales program.
- ◆ Secured and maintained accounts of all types.
- ◆ Administered major steamship line contract on behalf of WLG NA and WLG China.
- ◆ Communicated news and updates to customer base regarding services, rates and other important changes.
- ◆ Made and maintained personal bond with customers and always ensured they were receiving the best service possible.

**Account Executive**, Hapag Lloyd, Seattle, WA. 2005-2007

- ◆ Identifying and securing inbound traffic with an emphasis on Transpacific development with a Pacific Northwest port of discharge.
- ◆ Negotiate contract rates and volume commitment for new service contracts.
- ◆ Maintain strategic key accounts.

**International Account Manager**, Carotrans International, Carson, CA. 2000-2005

- ◆ Grew, managed and maintained a customer base from 180+ accounts by 25% to approximately 250 accounts including corporate national accounts.
- ◆ Organized and scheduled weekly/annual sales and travel preplans.
- ◆ Arranged own travel and accommodations for sales trips.
- ◆ Reported monthly accurate sales activity including new accounts, volume and revenue.
- ◆ Established goals and targets to follow to increased growth.
- ◆ Coordinated reciprocal international sales campaign exchanges and visits, including business travel to Australia, New Zealand and United Kingdom.
- ◆ Scheduled joint sales calls with visiting overseas partners, arranged itineraries, entertainment and accommodations for foreign partners.
- ◆ Expanded sales territory from Southern California to include Pacific Northwest, Utah and Colorado.
- ◆ Negotiated carrier-to-carrier rates for special customers based on needs and volume.
- ◆ Presentation experience of Carotrans International products and services to forwarding community organizations at conferences.
- ◆ Worked directly with steamship lines regarding services, rates and special needs.
- ◆ Evaluated product performance and provided feedback for improvements and increased profit margins.
- ◆ Worked with other sales team members and overseas sales counterparts to develop leads and exchange sales support.
- ◆ Utilized strong organizational and problem-solving skills used to effectively evaluate and respond to customer concerns.
- ◆ Promoted early from position as Traffic Manager after working with a new team to transform an inefficient operations model into a high functioning system.

**Export Operations Manager**, Damco Maritime Long Beach, CA. 1996-2000

- ◆ Managed local and west coast export gateway operations with shipments from seven (7) offices nationwide.
- ◆ Utilized extensive functional knowledge of domestic intermodal logistics, freight re-consolidation, scheduling, load-planning, and hazardous compliance, as well as working directly with truckers and steamship lines.
- ◆ Coordinated full container loading between steamship lines and direct shippers.
- ◆ Ensured proper customs export form requirements were met accurately.
- ◆ Analyzed and implemented the most cost-effective intermodal freight relocating structure to support gateway operations.
- ◆ Maintained daily communication with overseas agents and partners to ensure highest quality customer service.
- ◆ Directed and supervised warehouse operations.

**Non-Commissioned Officer**, United States Air Force, Germany / Italy. 1986-1990

- ♦ Supervised maintenance operations for communications network throughout Mediterranean region reporting equipment status and readiness directly to commanding officer.
- ♦ Maintained communication equipment in a mobilized state of readiness for Northern Germany NATO operations.

**Education**

1991-1995 Arizona State University Tempe, AZ

**B.S., Business Management (Emphasis-Human Resources)**

**Skills and Training**

Dale Carnegie: Dale Carnegie Course 2006

Sales Advantage Course 2007

High Impact Presentation 2007

**Computer skills**, Outlook, MS Office, Spreadsheets.

**Language** fluency in German. Additional language competence in Swedish and Hungarian.

Hazmat and Security certified 2006.

Willing to travel for job related requirements.

**Interests**; Scuba Diving, Traveling 40+ countries, flying as private pilot, motorcycle touring, competitive sailing.