**Karen Titus**

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**Diversified Sales and Client Manager**

Experienced outside sales and account manager, with an extensive background working with global, multi-national and national companies in diverse industries and range of size from $1M- $135M in annual revenue. I have a proven track record of success and regularly exceeding goals, individual, team and company goals. Enjoy operating autonomously as well as working extremely well in team environments and utilizing strategic networks to the fullest potential. I have a comprehensive knowledge and background in developing market strategies, directing new sales initiatives that lead to growth in revenue and market share. I am passionate about cultivating, nurturing and expanding customer relationships at all levels and very adept at building connections with C-level leadership to boost sales and continuously grow brand visibility within organizations. Highly skilled with corporate sponsorships, event planning, and large presentations.

**Contract & Vendor Negotiations | Passenger Sales | Relationship Management l Corporate Travel Management**

**B2B/B2B2C Sales |Project Management | Presentations | Business Development**

**Sponsorships | Crisis Management l Leadership l Sustainability**

**Excellent Communication Skills l Financial Acumen l**

**Professional Experience**

**ATG Global Travel -** Remote - 03/2021 – Present

**Business Manager**

Manage global, regional and national business programs. Continue to build long – term relationships while identifying business trends to ensure client maximize spending power and continuously grow revenue by increasing transactions, sell premium programs, reports and HR support systems. Manage RFP’s, account implementations and create, collaborate and present client business reviews. Monitor SLA’s and data regularly. Engage with travel partners of both customer and agency. Working knowledge of Concur Expense, Concur Travel, AirPlus and Veeva to ensure maximum benefits and ROI.

* Negotiate new agreement with ATG for divestiture of company – potential result of $2M in spend
* Working closely with customers to understand their return to travel policies, provide roadmaps to the return, support surveys through creative reporting and think tanks.
* Consult with customers on vendor programs, advise on programs and how they can maximize their purchasing power through travel policy, expense systems, and form of payment structures.
* Managing vendor introductions, meetings and offers as the first point of contact for account base.
* Review monthly transactions to ensure correct billing of all applicable fees and follow up on invoice payment
* Deeply involved with OBT product, creating rules to support travel policy and duty of care, bannering to promote preferred suppliers and contracted goals,
* Project Manager for implementation of customers program with global franchise’. Ensure details of contacts, profiles, HR feeds and all policies are shared for seamless transition.
* Review SLA ‘s and ensure deliverables are met and/or exceeded.
* Create custom reports to ensure accurate tracking of data
* Collaborating with internal customers/departments in the creation of hotel spend dashboards.
* Continually listen to customers and their needs to provide feedback and ideas on how to improve on demand reporting

**State of New Jersey –** Burlington County Health Department 2020 – 03/2021

**Contract Tracer/ Case Investigator**

Responsible to help stop the spread of Coronavirus through thorough interviews of COVID-19 patients and gather details for all possible contacts. Uphold confidentiality and build trust with patients to do all possible to stop the spread of the virus.

* Conduct professional interviews with individual and families who have tested positive COVID-19 to track and control the spread.
* Provide guidance and information to both patients of COVID 19 and their possible contacts to interrupt the ongoing transmission and reduce the spread of COVID 19.
* Assign risk category depending on underlying conditions, occupation, living conditions and level of contact.
* Protect and maintain individuals' private and confidentiality.
* Connect COVID -19 cases with social service assistance, such as housing, food, medicines if needed
* Prolific use of COMMCARE

**Delta Air Lines,** Philadelphia, PA 2005 – 08/2020

**Global Sales - Account Executive**

Managed diverse portfolio of $200M in annual gross sales Negotiated National, Multi-National and Global contracts, both renewals and the development of new business. Analyzed data daily, weekly, monthly and quarterly to ensure contract performance. Looked for all opportunities to grow market share and revenue with a focus on premium revenue. As a customer advocate, sought to provide specific feedback and highlight where there was opportunity to increase their savings and provided travel policy consultations. Met face to face with customers , created and presented business review and informational seminars. Due to COVID-19, many meetings switched to virtual platforms.

* Signed $135M contact with largest customers for 15 straight years. Through the hard work and relationship building was able to move Delta Air Lines to #1 preferred airline vendor in territory that was dominated by another very large carrier. Delta became #1 carrier for this customer in the very competitive trans-continental, Trans-Atlantic, Latin America and Mexico markets. Successfully grew market share, premium bookings and passengers with year-over-year growth.
* Recent contract wins included two global RFPs, making Delta Air Lines and joint venture/strategic partners the #1 air line supplier and represented $2M in incremental and $10M in annual revenue and 3% additional aggregate market share.
* Managed potential business, contract renewals and RFP’s from end to end. Coordinated all pieces of the process with legal, marketing, pricing, joint venture partners, and cross selling products. Responsible for presentation of offer, implementation of program and ongoing management/partnership with customer.
* Utilized strong relationship building with a variety of management and senior management levels and decision makers to win back business from competitor, resulting in $6M in incremental revenue to Delta Air Lines
* Served as a consultant for my customers through a variety of B2B and B2B2C initiatives. The projects were not limited to but included travel policy consulting and on-line booking tool consulting. These actions resulted in wins for both the customer and Delta. With expanded savings and fulfillment of goals for the customer and an increase in market share and revenue for Delta Air Lines.
* Conducted cross-divisional selling of Joint Venture partners, subsidiaries of Delta, including Delta Vacations, Wheels Up – Delta Private Jets, Delta Cargo and Charters and selling the value add partner, CLEAR.
* Sought opportunity to have customer-branded snacks onboard flights. Engaged Delta Air Lines Supply Chain Management to have premium products within first class cabin and select products in specific geographic locations. Action expanded partnership to have brands promoted and Delta became preferred supplier.
* Served on Women’s Travel Safety Panel for largest customer. Opportunity to speak with global travelers, with a focus on safety traveling for women from arrival at the airport to departure. Being selected as the only airline to speak on the panel, showcased Delta Air Lines as the companies #1 preferred air supplier.
* Project Manager for 8 straight years for largest trade show of the year for my agency customer. Managed 14 SkyTeam partner airlines, all logistics of attendees, collateral, table set, A/V equipment, prizes as well as being the sole presenter and brand ambassador on stage for the SkyTeam to 350+ attendees.
* Negotiated sponsorships with various background organizations including the Philadelphia Orchestra, French Alliance de Philadelphia, Ron Jaworski Youth Playbook to Julius Erving program to support Salvation Army. Through my work, was able to showcase Delta Air Lines to high value customers, which grew brand loyalty as well as supporting local community involvement.
* Most recently with COVID19, I pivoted from commercial passenger sales to assisting stranded customers in a variety of countries. Connected with Delta Private Jets to work to obtain transportation back to the United States from Europe and Central America. In addition, supported several of my customers who were having issues with shipping medical supplies by collaborating with Delta Cargo to obtain space on aircraft to move highly needed supplies.

**American Express,** Mt. Laurel, NJ 2002 – 2005

**National Account Manager**

* Implemented and managed $34M in new business programs for small to mid-size companies with American Express Travel.
* Successfully managed territory covering the southeast United States, with building relationships, providing consultative skills to improve customer experience. This resulted in expanding customer programs from travel to card and increasing customer savings.
* Arranged and conducted annual customer forums for current and potential client base. Objective was to obtain new business and expand customer partnership under the American Express umbrella.
* Provided in-depth analysis of travel patterns and costs for negotiation of contracts with vendors including hotel, airlines and other travel partners on behalf of the customer.

**Philadelphia 76ers,** Philadelphia, PA. 2001 – 2002

**Account Executive**

* Managed sales booth during games to develop new business.
* Promoted and grew revenue by providing partial season ticket holders with game day upgrades to club seats and/or higher value seats.
* Created individual partial season package to grow high value ticket holders
* Facilitate tours to potential customers
* Exceeded goal of 98% sellout of venue
* Top seller of package plans

**Education**

Columbia Southern University – Business Management

University of Phoenix – Business Management

Johns Hopkins University – Coursera – Contact Tracing Certification

Rutgers University – Campus – Contract Tracing Certification

**Awards & Recognition**

* Chairman’s Club Nominee – 2007, 2010, 2015 and 2018
* National Sales Award – 2010
* Sales Award – East Division 2019
* National Pace Setter 2004
* National Sales “Go Getter Award” 2018

**Community Involvement**

* Habitat for Humanity- NYC and New Orleans
* KaBoom Build – Los Angeles and Miami
* Build a Bike – Las Vegas and Orlando
* St. Vincent de Paul – New Jersey