RICHARD JOUBERT

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STRATEGIC ACCOUNT MANAGEMENT | COMMERCIAL OPERATIONS | GLOBAL SUPPLY CHAIN

PROFESSIONAL SUMMARY

Strategic account and commercial operations professional with 8+ years of experience managing complex manufacturing and industrial customer accounts across pricing, inventory planning, global sourcing, supplier coordination, tariffs, quality support, and business systems. Manage a ~$20M annual revenue portfolio across automotive, hydraulics, industrial doors, compressor, oil & gas, mining, agriculture, towing, material handling, and industrial HVAC markets. Known for working across customers, suppliers, overseas teams, warehouses, quality, finance, and executive leadership to solve problems, protect margins, support production needs, and grow long-term account relationships.

CAREER IMPACT

- Manage ~$20M annual revenue portfolio and ~$5M in customer-dedicated inventory across key manufacturing and industrial accounts.
- Coordinate sourcing, supplier follow-up, and supply chain execution across 30+ suppliers in India, China, Vietnam, and U.S. operations.
- Onboarding ~$1M in 2025-2026 add-on projects while developing annual account growth opportunities of ~$100K-$500K.
- Delivered 3-10% annual value improvements through supplier negotiations, tariff strategy, freight analysis, foreign exchange rate changes, material pricing, customer pricing, and process improvements.
- Resolved ~$300K in slow-moving and obsolete inventory through customer negotiations and inventory recovery strategies.

CORE COMPETENCIES

Strategic Account Management | Commercial Operations | Business Development | Pricing & Margin Strategy | Global Sourcing | Supplier Development | Inventory Planning | Forecasting | Logistics Coordination | Tariff Strategy | HTS Classification | Country-of-Origin Planning | Program Management | Customer Relationship Management | Cross-Functional Leadership | Manufacturing Launches | PPAP/APQP | Business Systems & Analytics

PROFESSIONAL EXPERIENCE

CAB Worldwide | Buford, GA

Sales Account Manager / Project Manager | June 2019 - Present

CAB Worldwide supports manufacturing and industrial customers through global sourcing, engineered components, quality documentation, and managed inventory programs.

- Lead account manager for the company's largest customer portfolio, managing account strategy, pricing, margin analysis, tariff implementation, inventory planning, customer communication, and new business development.
- Expand existing accounts by identifying new product opportunities, coordinating quotes, aligning supplier capabilities, supporting PPAP/customer approvals, and moving projects into production and managed inventory.
- Serve as primary account contact and decision-maker for major customer accounts, with two customer service representatives supporting day-to-day execution and escalating pricing, order, delivery, and customer issue decisions.
- Provide account, revenue, inventory, supplier, and overseas performance data to the President and executive leadership team for board meetings and strategic planning.
- Work across invoicing, accounts payable, estimating, warehousing, quality, logistics, and leadership teams to resolve pricing/credit issues, prioritize shipments, protect margins, and support account growth.
- Coordinate global sourcing execution across suppliers in India, China, and Vietnam, aligning overseas teams, U.S. warehouses, quality, logistics, finance, estimating, and customer stakeholders.
- Build margin and risk-mitigation strategies through dual sourcing, supplier consolidation, shipment consolidation, alternative country-of-origin options, supplier negotiations, and customer pricing adjustments.
- Manage customer-dedicated inventory using customer forecasts, production plans, pipeline visibility, and planning models to reduce outages and support long-lead-time overseas supply chains.
- Coordinate tariff-related work including HTS classification, Section 232/301 strategy, country-of-origin planning, broker/legal communication, and customer pricing implementation.
- Support new product development from quoting, tooling, supplier selection, and PPAP/customer approval through initial production, quality documentation, shipment planning, and regular production release.
- Travel to India for supplier visits, pricing negotiations, new project development, business reviews, and quality issue follow-up with on-the-ground teams.
- Support Seattle-area warehouse transition, customer deliveries, inventory counts, operational coverage, facility readiness, and move-in coordination for ~$400K CNC/VMC machinery.
- Assist quality teams with part inspections, part marking and labeling, outside lab coordination, PPAP documentation, and customer quality follow-up.

Customer Service Specialist / Special Projects | August 2017 - June 2019

- Entered customer orders, placed purchase orders with overseas supply chains, and coordinated with U.S. warehouses and international teams to support customer delivery requirements.
- Built working knowledge of CAB's global manufacturing, distribution, inventory, customer service, and executive operations through direct coordination with U.S. and overseas teams.
- Supported website, social media, analytics, customer communication, and special operational projects while transitioning into customer service and supply chain responsibilities.
- Trained in AutoCAD Mechanical to strengthen engineering and manufacturing perspective for customer, product, and supplier support.

Digital Marketing & Business Systems Intern | February 2017 - August 2017

- Worked with CEO to evaluate company website, online presence, Google Business listings, and Thomasnet profile to improve digital visibility.
- Supported digital marketing, website, business systems, and media initiatives that led to a full-time position after graduation.
- Captured and edited photo/video assets for company website, social media, sales, and marketing use, including facility and product content.

SELECTED PROJECTS & SYSTEMS EXPERIENCE

- Covered key responsibilities for an automotive recall/replacement production program during COVID, coordinating customer support, order flow, inventory activity, and supplier communication.
- Spearheaded website redesign, CRM/marketing automation implementation, ActiveCampaign migration, email marketing strategy, and business systems projects across Salesforce, Marketo, Synthio, and mobile app coordination.
- Built advanced Excel and Power BI reporting models for pricing, margin analysis, inventory planning, forecasts, overseas KPIs, and executive/board-level reporting.
- Supported supply chain continuity through COVID recovery, freight instability, geopolitical disruption, and tariff changes by coordinating supplier, customer, and internal mitigation plans.

SELECTED TECHNICAL & INDUSTRY KNOWLEDGE

Manufacturing & Quality: Castings, forgings, CNC machining, fabrication, flanges, hydraulic components, enclosures, DFM, PPAP, APQP, ISO 9001, quality documentation, supplier quality, part marking and labeling, outside lab coordination.

Systems & Analytics: Salesforce, Sage 100, Smartsheet, advanced Excel, Power BI, Power Automate, SharePoint, Box, Google Analytics, Marketo, Synthio, Microsoft 365.

Creative, Web & AI Tools: Adobe Photoshop, Adobe Premiere Pro, Adobe Illustrator, OBS Studio, Figma, WordPress, ActiveCampaign, Smartsheet, mobile app development, ChatGPT, Grok, Grok Bot, Claude, Microsoft Copilot.

EDUCATION

Georgia Gwinnett College | B.S. Information Technology, Digital Media Concentration; General Business Minor | 2013 - 2017
Summa Cum Laude | GPA 3.90 | President, Golden Key International Honour Society | National Society of Leadership & Success