

SAMUEL PICKERING

COMMERCIAL OPERATIONS | CUSTOMER EXPERIENCE | LEADERSHIP

Woodridge, Illinois | (714) 326-7674 | spickering0926@gmail.com | linkedin.com/in/sam-pickering-20513997/

Commercial operations and customer experience leader with a record of growth across EV retail and enterprise accounts. Led a Lucid studio to \$20.6M in team revenue and a top-three national ranking, helped expand a Hub Group account by \$3M+ in additional annual business awarded, and progressed from top-performing individual contributor to studio leadership.

SELECTED IMPACT

\$20.6M Lucid studio team revenue (Aug–Dec 2024) | Top 3 nationally (Jan–Jul 2025) | 98% YoY market sales growth (2025) | \$3M+ annual business awarded (Hub Group | Ocean Spray)

PROFESSIONAL EXPERIENCE

Tesla | Sales Advisor | Jan 2026–May 2026 | Westmont, IL

- Ranked #1 in-store for sales in April 2026 and Top 15 regionally for gross and net orders.
- Delivered a 65% Full Self-Driving attachment rate versus a 33% store average and 60% target.
- Guided customers through the app-based purchase and approval process, coordinating follow-through from order to delivery.

Zeigler BMW of Orland Park | Client Advisor | Aug 2025–Jan 2026 | Orland Park, IL

- Achieved Fast Start (50% of monthly target by day 15) in three of four full months; delivered 60% protection and aftermarket-product attachment.
- Built customer confidence in a negotiated-pricing environment by explaining terms clearly and coordinating pricing approvals, trade-ins and delivery across dealership teams.

Lucid Motors | Studio Manager | Jul 2024–Aug 2025 | Newport Beach, CA

- Led Sales Specialists and Brand Ambassadors, introducing real-time coaching, morning huddles and performance updates that increased engagement on a previously skeptical team.
- Led a studio that generated \$20.6M in team revenue from August–December 2024.
- Studio ranked third nationally in overall studio performance across combined KPIs (Jan–Jul 2025) in a market that grew 98% year over year.
- Aligned vehicle allocations with customer demand through direct work with factory inventory and sales teams, supporting fast order-to-delivery turnaround and low vehicle dwell.

Lucid Motors | Sales Specialist | Nov 2021–Jul 2024 | Oak Brook, IL

- Generated \$8M+ in personal sales and ranked among the Top 10 North American field sales performers.
- Organized an early-access Lucid & Lattes event for approximately 50 owner families, handling invitations, catering, logistics and follow-up; generated multiple pre-orders.

Randstad | Staffing Manager | Jun 2021–Oct 2021 | Bolingbrook, IL

- Managed 10+ simultaneous recruitment lifecycles and coordinated client hiring needs, pipelines and service delivery.

Hub Group | Account Management Specialist | Sep 2019–Jun 2021 | Oak Brook, IL

- Identified a recurring Ocean Spray freight gap and escalated it; the cross-functional team's solution won \$3M+ in additional annual business awarded, representing 71%+ growth in awarded business and 2,500+ additional annual loads.
- Coordinated customers, shipping/receiving facilities and carrier teams; scheduled freight, communicated status and tracked intermodal rail movements to execute increased volume.
- Managed relationships with enterprise consumer-goods clients including Ocean Spray, Johnson & Johnson, Unilever and Hormel.

Challenger Sports | Regional Director | Apr 2017–Sep 2019 | Chicago, IL

- Oversaw operations across four states and 120+ coaches, coordinating staffing and logistics for 80+ camps and programs.
- Contributed to 10% year-over-year regional revenue growth in 2018 and 2019.

SKILLS & TOOLS

Account management · Commercial operations · Customer experience · Pipeline management · Stakeholder management · Team coaching · Process improvement · Workforce coordination · Cross-functional execution · Logistics · CRM / Salesforce · Excel · Tableau

EDUCATION & INDEPENDENT PROJECTS

Coventry University - BSc, Sports & Exercise Science

GiMagi - Independently developing an AI-assisted children's storytelling application (working alpha).

FourCornersApp Inc. - Founder, early-stage concept for an AI-supported soccer club and coaching platform.