

# GARRETT JOHNSON

## Sr. Commercial Growth Account Executive

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### Professional Summary

Account Executive with over five years of SaaS sales experience driving New Logo acquisition, strategic customer expansions, and complex multi-stakeholder sales cycles. Proven ability to exceed quota, execute strategic opportunities, and conduct creative deal strategies. Known for strong customer relationships, disciplined execution, and leadership through mentorship, partner collaboration, and operational innovation.

### Professional Experience

#### ServiceNow

*Aug 2021-Present*

**Sr Commercial Growth Account Executive** | Feb 2024 – Present

**Commercial Growth Account Executive** | Dec 2022 – Feb 2024

- Achieved 83% of FY26 annual quota within the first half of the year, closing \$436K against a \$525K full-year target.
- Delivered 114% attainment in FY25, closing \$521K against a \$459K quota, while closing 10 new logos across FY23–FY26.
- Closed a strategic Am Law 100 Law Firm new logo, growing the deal by \$200K+ through legal negotiations, securing \$100K+ in Q4 contractual commitments, and navigating a complex redline process.
- Landed a \$415K multi-workflow FinTech new logo, increasing deal value by \$67K in the final week through value-based negotiation, creative contracting, and executive alignment.
- Led a strategic \$390K renewal and expansion with a Global Wealth Management and Investment Banking Firm, mitigating initial debook and downsell risk while developing an targeted customer roadmap.
- Mentored multiple peers and developed AI-enabled tools to improve deal inspection, CRM hygiene, and sales execution, which has developed into company wide usage.

**Sales Development Representative** | Aug 2021 – Dec 2022

- Supported South Central FinServ territory, collaborating closely with Client Directors on how to best support their most strategic customers
- Generated and matured over \$30 million in pipeline and averaged 142% attainment
- Executed high-quality outbound prospecting and early-stage discovery

#### GoSite

*Mar 2019 - Jul 2020*

**Account Executive** | Jan 2021 – Jul 2021

**Sales Development Representative** | Mar 2019 – Jan 2021

- Prospected, qualified, and closed over 60 new customers in a full cycle sales role
- Led live product demonstrations and value based discovery
- Managed multiple concurrent opportunities in a high velocity environment
- Developed strong outbound discipline and customer centric communication skills
- Averaged 100+ dials per day and multiple hours of talk time
- Piloted and “Emerging Markets” program and was the only seller to hit my goals

### Education

**San Diego State University**

*2016 - 2020*

B.S. in Bachelor of Science in Business Administration Marketing

### Skills

SaaS Sales - Territory and Account Planning - Net New Logo Acquisition - Executive Level Relationship Management - Value-Based Selling and Negotiation - Multistakeholder Deal Management - AI-Enabled Sales Process Optimization - CRM Hygiene and Deal Inspection - Partner Co-Selling and Ecosystem Collaboration - Pipeline Generation and Qualification - Customer Roadmap and Expansion Strategy - Cold Calling