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## NAME

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City, State • Phone • email address

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### ACCOUNT MANAGER • BUSINESS DEVELOPMENT SPECIALIST

#### *Consultative Sales / Client Management / Program Management*

Innovative, analytical and solution-driven account and sales management thought leader with extensive experience in the Technology and Communications industry. Skilled at developing alternate sales channels, managing key client portfolios, and leading cross-functional teams to consistently exceed revenue targets. Demonstrated ability to identify new business opportunities and existing customer needs and tailor corporate offerings into successful client solutions. Track record includes exceptional territory management expertise and the ability to deliver against challenging objectives in fast-paced environments. Possess engaging and effective interpersonal and communications skills leading to strong and trusted relationships with clients and partners.

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#### **Core Competencies:**

Account Management • Sales Management • Managed Services • Strategic Planning  
Channel Account Management • New Business Development • Process Optimization  
Strategic Relationship Management • Business Planning & Analysis • Project Management  
Partner Network Development • Workforce Optimization • Bid Management • Pricing Strategies  
Contract Management • Time Management • Cross-Functional Team Leadership

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### PROFESSIONAL EXPERIENCE

#### **XYZ BUSINESS • 2008-2018**

##### **Senior Corporate Account Manager**

Directed all account-related activities for the State and Local Government and Education (SLED) sector in a multimillion-dollar territory. Oversaw and drove strategic sales generation in areas of IT, Cloud, Security, and Intelligent Networking with a focus on providing best in class solutions to a complex combination of technical, business and financial challenges faced by clients. Created proposals, developed solutions and negotiated contracts for several multimillion-dollar contracts for data networking, security services, managed services, professional services, unified communications and IT solutions.

- Achieved the most security services sold in both 2015 and 2016 by developing a powerful Security Solutions footprint in areas of DDOS, Rapid Response Retainer, and Unified Security Services.
- Secured contracts from numerous clients for Professional Security Services that included Data Loss Prevention, Forensics and Application Vulnerability Testing.
- Landed a major Unified Communications contract from an Ivy League school.
- Delivered increased territory revenue year-over-year by successfully selling total solutions packages to clients while under relentless competitive pressure.
- Ensured profitable growth and high customer satisfaction through effective management of a team of technical engineers, client service personnel and contract and pricing managers focused on all aspects of sales including pre- and post-sales service and support.
- Played key role in saving over \$1.5M in legal fees through successful mitigation of contractual disputes.
- Secured a multimillion-dollar 911 contract after completing intricate negotiations with a 3<sup>rd</sup> party vendor and client and solving a number of complex and unique industry challenges.
- Won Rookie of the Year Award.

***Career Note, 2003-2007:***

Took sabbatical to concentrate on raising children.

**ABC COMMUNICATIONS • 1998-2002**

**Major Account & Channel Manager**

Established and fostered trusted agent relationships and managed the key relationships between ILEC organizations and ABC which led to increased revenue and exceeded corporate goals. Partnered with various agents in delivering major educational seminars.

- Consistently delivered over 100% of revenue plan year-over-year including 132% of plan in 2000 and 130% of plan in 1999.
- Developed strong and profitable partnerships by negotiating favorable contract terms, developing world class processes, effectively handling ongoing operational and tactical issues, and coordinating sales and marketing programs.
- Achieved distinction of being #3 Representative out of 434 ABC Representatives in 2001.

**FGH COMMUNICATIONS • 1995-1998**

**Regional Manager, Business Partners, 1996-1998**

Directed and steered activities of a national channel manager team that produced exclusive, highly productive agents and consistently grew services revenue. Effectively led high performance cross-functional groups that included legal, engineering, provisioning, client services, marketing and implementation departments. Initially worked with over 1,100 agents and ultimately managed 30 productive Master agents.

- Played key role in saving FGH over \$3M annually.
- Developed a sales directive that incentivized agents to become exclusive.
- Elected to President's Club in 1997.

**Business Partner Manager, 1995-1996**

***Career Note:***

Previous experience includes Area Sales Manager and Quality Assurance Representative.

**EDUCATION**

**Bachelor of Science in Business Administration**

MNO College, Buffalo, NY