
OBJECTIVE

To contribute strong sales and management skills and experience to your firm in an IT sales manager capacity.

PROFESSIONAL PROFILE

- Highly articulate, driven, MBA-level manager experienced in building a department from ground zero, developing processes/procedures, assisting and teaching design of complex network configurations to team, contributing to product development and deployment efforts for sophisticated international/domestic products/services.
- Possess clear vision for success with aptitude to establish goals, develop strategies, segment markets, and engage with key internal and external customers.
- Skillful tactician with talent to manage multi-functional teams, execute plans, organize and manage diverse teams, promote communication, provide motivation for achievement of departmental goals, and extract commitments from team members.
- Results-oriented leader committed to success and accustomed to maintaining strong client relationships.

EDUCATION

Master of Business Administration in Technology Management
Rutgers University • New Brunswick, NJ • 2004 • GPA: 3.75
Bachelor of Science in Business Management/Information Systems
Rutgers University • New Brunswick, NJ • 2000 • GPA: 3.8

PROFESSIONAL EXPERIENCE

Sales ~ Customer Service

- Currently focus on new-business development among existing clients.
- Deploy cold-calling and telemarketing techniques to identify key prospects.
- Develop customer needs-assessments and enhance customer retention by visiting and consulting with existing clients at their sites; deliver high-impact sales presentations.
- Managed northern New Jersey sales territory as Account Executive for Fortune 500 telecommunications company, specifically focusing on large corporate and government accounts.
- Generated new business; conducted on-site presentations for multi-level executives within large corporations, emphasizing state and federal agencies.
- Developed business; collaborated closely with sales management and corporate account managers to develop parameters of Account Executive role in assigned territory.
- Earned President's Club membership, 2002, 2003.
- Identified new sales opportunities through cold calls, referrals, and qualified leads.
- Employed consultative selling approach and relationship marketing to close sales and exceed monthly sales objectives.
- Developed strategies for ongoing sales while maintaining customer base and high levels of customer satisfaction.

Management of Multi-Function Teams, Partner Activities, and Joint Ventures

- Collaborated with European partner in joint-venture management activities.
- Currently advise on provisioning/operations activities in possible future joint ventures.
- Lead project teams to ensure on-time circuit delivery for major US/European multinational customers.
- Coordinate activities of multiple departments to ensure timely circuit delivery.
- Supported up to 10 team members in achieving production goals as Operations Manager.
- Hired, trained, and evaluated employees; motivated direct-reports to exceed monthly objectives..
- Assumed significant role in piloting new computer processes that led to successful implementation of several system improvements.

Product Development

- Serve as core team member for international product development.
- Researched trends in the telecom market and provided input to product development.

Operations Management

- Developed and executed international processes for TechNext network and customer circuits, which involve transport facilities, access facilities, database issues, and fiber interconnections.
- Promoted to Operations Manager after starting with one employee and no processes for international circuits; built all processes and boosted team to 20 people with two direct reports.
- Oversaw circuit implementation contributing to delivery of \$500 million+ in wholesale revenue in 2000
- Reduced order backlog by 33 percent in two months and maintain metrics for accepted backlog.
- Exceeded 100 percent paid bonus objectives for all quarters in 2000 by meeting departmental objectives.
- Met every timeline for delivery of Indefeasible Rights of Use for all four quarters of 2000.
- Managed vendors; toured and validated facilities of potential vendors; formerly solicited/selected foreign telecom vendors as Operations Manager.
- Screened, interviewed, hired, and terminated employees; perform compensation reviews and facilitate employee development; formerly managed 20 network provisioners and three direct reports.
- Met and exceeded published intervals for circuit delivery.
- Manage POP migration efforts to newly established international gateway.
- Oversaw successful turn-up of TechNext's first Trans-Atlantic sub-sea cable capacity.
- Coordinated with offshore carriers for circuit implementation and process development.
- Redeveloped process for switched trunk nationwide switch deployment.
- Managed \$60-million asset in Trans-Atlantic sub-sea cable capacity.
- Administered contracts for International Wholesale Leased Capacity.

Entrepreneurial

- Started small business providing graphic design consultation, brokering print jobs, and designing literature and software packaging; sold small office machines.

PROFESSIONAL HISTORY

- Account Manager, Appleton Corp., South Orange, NJ, Oct. 2003 to present
- Corporate Account Executive, ET&T Communications, Newark, NJ, March 2000 to Oct. 2003
- Account Executive, ET&T Communications, Newark, NJ, Feb. 1998 to March 2000
- Operations Manager, TechNext, Irvington, NJ, May 1996 to Jan. 1998
- Teaching Assistant, Rutgers University, New Brunswick, NJ, Jan. 1994 to May 1996