

NAME
Address
Telephone • Email

COO

Versatile C-level executive in business management with an unparalleled history of success spanning more than 20 years in IT management, operational oversight, strategic technology sales, and new business development. Dedicated to building robust business architectures with the tools and operational processes necessary to provide a foundation for success, scalability, and sustainable business growth. Proven ability to deliver monumental sales growth through innovative strategies for business development, market penetration, and tactical planning. Cross-functional background in technology, finance, and management, lending unique insight into business needs.

Operational Leadership • Business Management • Strategic Planning • Tactical Sales & Business Development
Organizational Excellence • Team Building & Leadership • Client Relationship Management • Business Start-Up
Corporate Vision • Process Optimization • Market Penetration • Problem Solving • Cloud IaaS / SaaS / PaaS

PROFESSIONAL EXPERIENCE

COMPANY, Location • 2012-Present

Fast-rising innovator in SaaS platform development, focused on digital information risk management.

CEO & President

Recruited to provide insight, leadership, and direction for the future of company growth and development, with authority over sales, operations, and business planning. Define effective strategies for the SaaS platform and services, targeting the healthcare and financial services markets. Create the foundation for business operations by developing functional groups encompassing development, customer support, operations, sales, and marketing strategies. Innovate branding strategy to establish / maintain corporate identity in online and traditional channels. Develop comprehensive sales process featuring CRM tools for business development management and visibility.

Selected Achievements:

- Secured a strong customer portfolio, nurturing relationships with major, multimillion-dollar clients.

COMPANY, Location • 2006-2008, 2009-2011

\$600 million developers of best-in-class technology services and solutions for Fortune 500 clientele.

General Manager, Cloud Services Group (2010-2011)

Rose to a position of increased authority to focus on building a robust, scalable growth strategy in alignment with corporate vision for company expansion into European and Asia Pacific markets. Supervised daily business operations, sales activities, and process management. Drove product development and engineering. Managed all aspects of customer care.

Selected Achievements:

- Engineered 40% growth in monthly recurring revenue for the IaaS business, rising from \$885,000 to \$1.23 million.
- Turned around annualized EBITDA losses of \$240,000 to achieve \$2.8 million in gains.
- Circumvented potential loss of \$7 million in revenues by recovering the business from a crisis that caused a disruption in client services.
- Drove international market penetration into Europe and Asia Pacific.
- Accomplished a significant boost to customer service, rising to the top 10%.
- Instituted repeatable and predictable growth models through continuous process improvements for ITIL, SSAE-16.

Vice President of Sales / Senior Account Executive, Cloud Services Group (2009-2010)

Promoted from an account executive role to spearhead sales activity and management, providing visionary leadership over the full sales lifecycle, strategic growth planning, and business development. Established and maintained a strong suite of business tools and processes supporting outstanding sales performance.

Selected Achievements:

- Generated 20% growth in monthly recurring revenue within 6 months, breaking company records for the quarter with more than \$200,000 in new monthly recurring revenue.
- Cut the sales cycle by 70% through implementation of sales tools, incentive programs, and productization.

COMPANY, continued:

District Sales Manager (2006-2008)

Built assigned district from the ground up, including recruiting and managing a new team of 8 star-quality account executives. Established sales processes, methodologies, and targets. Leveraged market analysis to drive business development activities. Developed account base from scratch.

Selected Achievements:

- Elevated sales from nothing to \$13.3 million, achieving a position as the #1 district in growth and gross margins.

COMPANY, Location • 2008-2009

Subsidiary of the #9 trillion global technology leader, focused on data storage platform development.

Southwest Commercial District Manager

Recruited based on prior account relationships with company to develop and expand a profitable new market segment, launching a completely new commercial sales district in the Southwest region. Hired, trained, and directed a total of 6 account representatives and associate sales representatives.

Selected Achievements:

- Nurtured the new region from scratch to account for 75% of total new accounts for the Southwest region.

COMPANY, Location • 2005-2006

\$46.6 billion multinational networking equipment company, with more than 66,000 employees worldwide.

Territory Account Manager

Coordinated tactical sales planning for assigned northwestern region, leveraging proven sales techniques and customer targeting to generate leads and close high-volume sales.

Selected Achievements:

- Attained a ranking as the #1 territory account manager in the region.
- Delivered \$6.4 million in sales, outperforming quotas by 115%.

COMPANY, Location • 2000-2005

Integrated technology solutions company delivering Cisco, Avaya, Microsoft, Novell, StorageTek, and Exabyte solutions.

President & Director of Technical Services

Recruited after acquisition company acquisition to lead strategic vision and corporate development. Provided oversight for sales planning and execution. Sourced and managed strategic partner alliances. Recruited, trained, and mentored cross-functional personnel in sales and solutions engineering.

Selected Achievements:

- Generated 35% gross margin increase while boosting sales from \$3 million to \$12 million.
- Established a successful exit strategy for sale to a local investor focused on consolidating regional resellers.

ADDITIONAL ROLES:

- **Managing Director, COMPANY (2011-2012):** Oversaw company foundation with the goal of orchestrating purchase of Cloud Services Group with private equity firms, including negotiating an exclusive letter of intent, executing the roadshow, and conducting due diligence with private equity firms.
- **Founder & President, COMPANY (1996-1998):** Developed and launched a startup network solutions company that began as a support entity for a University and grew to \$5 million in annual revenue, with \$750,000 EBITDA. Positioned the company for sale.

FORMAL EDUCATION

Electrical Engineering, Computer Science & French Studies
University, Location