

**Name**  
**Email**  
**LinkedIn Profile**

**Telephone**  
**City and State**

### **Senior Management: Information Technology**

Formidable track record leading client sales and service organizations in banking, manufacturing, pharmaceutical, accounting, insurance, legal, private equity and consumer goods. Extensive expertise in client needs analysis with a consultative approach to services sales. Consistently delivered all desired objectives for clients and stakeholders. Excels at creating long standing client partnerships and building consensus across multiple customer organization levels. Demonstrated ability to build and develop teams that were driven to exceed expectations. Skilled at developing and implementing strategy, methods and process improvements.

Six Sigma Certified • Solution Selling • Enterprise Mobility • Building Alliances and Partnerships • Process Improvement • Post-Acquisition Integration • Key Account Management • CRM  
Building an Engaged Client Sales and Service Organization

### **PROFESSIONAL EXPERIENCE**

#### **MAJOR CONSULTING FIRM, New York, NY 2008 - current**

Leading provider of intelligence enabling relationship-based organizations to uncover new business opportunities

#### **Senior Director – Consulting Services**

Led consulting practice to deliver CRM business solutions, implement change management and build a business with \$7M in annual sales. Responsible for selling CRM consulting and development services to Accounting, Management Consulting and Legal organizations in the east coast.

- Delivered between 110% -180% of sales quota/ year from 2008-2014.
- Earned a 98% retention rate.
- Increased revenue by developing Mobile, Analytics and Dashboards solution to address product gaps.
- Emphasized employee professional development resulting in the highest engagement scores company wide.

#### **MAJOR SOFTWARE FIRM, New York, NY 2000 - 2008**

\$3B provider of Customer Relationship Management (CRM) software

#### **Senior Account Executive**

Led CRM implementations within five Fortune 500 companies, including collaborating with clients' business leadership to define long-term CRM strategy, establishing best business process practices and program governance. Assessed IT capabilities and delivered organizational/infrastructure plans for long-term support. Partnered with executive sponsors to keep project aligned with business goals. Provided project and risk assessments across strategy, governance, user adoption, process and technology.

- Implemented Client Management solution for General Motors and General Mills.
- Implemented a CRM deployment to 400+ users at a leading accounting firm customer in just four months.
- Implemented 800-user Personal Banking Platform for an International bank.
- Delivered 1500-seat Service Call Center project for AmericanExpress, a 1000-seat implementation for Colgate Palmolive, and a 1000-seat implementation for WalMart. All on time and within budget.
- Received the Superman Chairman Circle Award for consistently superior delivery service.

**TECHNICAL COMPETENCIES:** Siebel CRM & Analytics, R Statistical Computing Language, Oracle Financials, LexisNexis InterAction, PowerBuilder, Visual Basic, SQL 2005, VBScript, SQL.

**TRAINING:** Solution Selling, Sandler Sales Training, Six Sigma.

### **EDUCATION**

#### **Bachelor of Business Administration in Finance**

University of Michigan, Ann Arbor, Michigan