

# THOMAS JOBSEEKER

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## BUSINESS DEVELOPMENT EXECUTIVE, TELECOMMUNICATIONS INDUSTRY

### SALES & MARKETING ■ STRATEGIC PLANNING ■ ALLIANCES & PARTNERSHIPS

Business development executive with 16 solid years of success devising/executing strategies and leading team efforts that have produced multimillion-dollar results, valuable business partnerships, and solid growth avenues for telecom products and services. For 6 successive years, exceeded sales goals as much as \$100 million annually and recently built a \$200 million sales channel in a single year. Technically sophisticated presenter, trainer, team leader, and solutions architect with documented strength in building sustainable executive-level relationships. Core competencies include:

- Long-Cycle Solution Sales
- Strategic/Tactical Planning
- Client Service/Retention
- Executive-Level Presentations
- Sales Negotiations & Closing
- Global Sales Development
- Strategic Partnerships & Alliances
- Team Building & Leadership
- Product Development/Launch

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## PROFESSIONAL EXPERIENCE

XXXXXXXXXXXX – City, ST

*(17 years of fast-track, performance-based progression with this global telecommunications services provider.)*

### DIRECTOR, CONTACT CENTER SOLUTIONS (CCS) / VENDOR ALLIANCES (20XX – Present)

Promoted to develop strategic alliances and go-to market strategies in joint effort with vendors, building solutions that complement network contact center services. Create and implement business development plan; report divisional progress to upper management. Manage 4 direct reports and oversee training program for sales/sales engineering personnel. Manage technologies that include IP, ACD, PBX, IVR, and CRM. Recruited, hired, and built team to launch new service capability within contact center involving new, complex technology.

#### Selected Accomplishments:

- ❑ **Established \$12 million new revenue stream** by building strategic relationships with 5 hardware, software, and systems integration vendors; packaged services and developed “sell with” go-to-market strategies with each.
- ❑ **Built \$200 million sales channel and met \$10 million first-year revenue goal** by securing contract with a Fortune 50 firm; additional contracts valued at \$20 million currently under negotiation.
- ❑ **Developed business case and assembled/trained sales team** of subject matter experts to launch new product; exceeded first-year expectations with 50+ qualified prospects and 5 closed contracts.

### DIRECTOR, CONTACT CENTER SOLUTIONS SALES (20XX – 20XX)

Advanced into key executive role in CCS division, with full accountability for marketing, sales, strategic partnership, and resource management objectives. Oversaw development and implementation of intelligent contact routing solutions, directed training program, and managed sales for Eastern U.S. region. Led sales team in prospecting and building optimal sales funnel, creating and delivering sales plans and solution-focused presentations, and managing long-cycle sales process to win business with global accounts, commercial accounts, and government customers.

#### Selected Accomplishments:

- ❑ **Produced hundreds of millions in new revenue**, leading team to surpass sales quota for 6 consecutive years, exceeding expectations by as much as \$100 million:

20XX	20XX	20XX	20XX	20XX	20XX
110%	105%	107%	115%	115%	112%

- ❑ **Earned “Sales Director of the Year” award** for 20XX and “Exceeding Excellence Award” in 20XX, 20XX, and 20XX. Positioned XXXXXX for award from XXXXXX as “Partner of the Year – North America” for 20XX sales, revenue, innovation, and relationship.

**SENIOR MANAGER, CALL CENTER PRODUCT SPECIALISTS (19XX – 20XX)  
CALL MANAGEMENT APPLICATION CONSULTANT (19XX – 19XX)**

Recruited internally to direct team of subject matter experts in charge of providing pre-sale technical support for inbound voice applications focused on call center environments. Worked jointly with Product Marketing, Development, and Engineering teams to address competition, product enhancement, and maintenance issues. As consultant, supported sales teams in servicing of national and global accounts; provided product education to teams and competitive information requirements to Product Marketing and Engineering.

**Selected Accomplishments:**

- ❑ **Championed development from the ground up of a nationwide “high level” technical sales and support organization;** created organizational structure, positioning, job descriptions, territories, tracking metrics, and sales processes.
- ❑ **Saved \$4.2 million annually** by merging 2 disparate sales teams into a single, cohesive, highly cooperative, unified sales force, overcoming staff resistance to change. Opened new lines of communication across departments by initiating and holding weekly conference calls.
- ❑ **Increased organizational knowledge base and improved sales performance 12%** through creation and leadership of ongoing training programs for managers.
- ❑ **Achieved 115% of sales plan;** received “Masters IP” and “Anything it Takes” awards for sales development efforts. Led the national CCPS organization to consistently exceed sales plan, month after month.
- ❑ **Recognized as “Star Performer”** for 1<sup>st</sup> quarter and “Celestial Performer” for 4<sup>th</sup> quarter of 19XX.
- ❑ **Teamed in pursuit and closing of 2 significant accounts** that generated recurring monthly revenue exceeding \$2 million. Participated in sales and support of numerous Fortune 500 accounts.

**MANAGER, TECHNICAL CONSULTING (19XX – 19XX)  
MANAGER, STRATEGIC ACCOUNT SALES (19XX – 19XX)  
SENIOR TECHNICAL CONSULTANT (19XX – 19XX)**

Progressed through increasingly responsible positions, shifting from senior consultant to management roles within large corporate environment. As technical consulting manager, directed technical consulting and field marketing programs for Connecticut business market; as strategic account sales manager, oversaw strategic account sales team of 10 and service delivery/support team of 4. Designed complex data/voice communication customer networks in senior technical consulting role.

**Selected Accomplishments:**

- ❑ **Closed 9 long-term contracts in 19XX valued at \$32.4 million and 10 in 19XX valued at \$56 million+.** Attained 191% of monthly quota in 19XX and 105% in 19XX.
- ❑ **Earned district “Sales Manager of the Year, 19XX” award.** Attained greater than 110% of sales quota each year as consultant, recognized 4 times as “Circle of Excellence” winner.

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**EDUCATION & CREDENTIALS**

**BBA, MANAGEMENT & ECONOMICS** – University of XXXXXXXX, City, ST (19XX)

RECENT PROFESSIONAL TRAINING: Strategic Selling & Negotiating, City, ST 2001 • Executive Effectiveness, American Association of Management in City, ST, 19XX • Stephen Covey's 7 Habits of Highly Effective People, City, ST, 19XX • Webinars covering XXXX and other vendors

COMPUTER SKILLS: Word, PowerPoint, Excel; ACD, PBX, IVR and Speech applications, CRM, intelligent routing (Genesys & Cisco), network voice and data solutions.