
SUMMARY

An accomplished, result driven sales leader with over twenty years of experience in customer facing IT (Information Technology) sales, distribution, manufacturing, software industries and channel partners. Highly skilled in account/project management, sales engineering, and product development support. Exceptional collaborator with partners, system integrators, and content creators. Possesses a strong understanding of IT operations, networking, IT security and cloud hosted services. Focused on customer success and management.

PROFESSIONAL EXPERIENCE

Large MSP - Duluth, GA June 2018 - Present

Account Executive- Managed IT, vCIO, Customer Success

Led the expansion of IT services at Xerox/GDP. Optimize client's current infrastructure by analyzing data of systems and network. Helped establishments secure information by utilizing industry best practices. Providing support to companies that lack full time IT staff. Augmenting client staff by offloading low level IT services or specialized IT projects. Supporting nonprofit organizations by defining and clarifying annual costs for desired projects, improvements, and upgrades. Project management and deployment leader for closed IT deals. Assist remote techs in account onboarding as onsite tech. Act as a liaison for client vendors. Involved with sales cycle from initial customer facing contact to customer sign off. Managed customer's technical issues via ticketing system and escalation. Cross sell other offerings from Xerox and other channel partners. Responsible territories include; Georgia, Alabama, Florida, North and South Carolina.

Selected Accomplishments:

- Built a new book of business for GDP via sales trainings, relationship development, and knowledge of IT.
- Successfully adapted to a new printing industry by learning sales cycle, leasing options, post sales service and hardware installation process
- Collaborated within all Xerox IT teams to provide solutions to all client IT goals
- Deployed a variety of IT hardware and software projects. Azure AD (Active Directory), Cisco Suite, Webex, Fortinet, Verkada, Sophos, workstations, and server fleet replacement.
- Established as a trusted advisor within customer C-level and leadership staff.
- Engage all Xerox resources on hardware, software, and professional services scope of work deliverables.
- Maintained every professional service client as a customer success and technical account manager hybrid role.
- Consistently adding and managing IT projects among client team and Xerox IT team.
- Lead the cybersecurity business development and deployment of MEDR (Managed Endpoint Detection and Response) / MSIM / MSOC (Managed Security Operations Center) department (Sentinel 1 and AlienVault)
- First to Market and deployment of Xerox IT RPA+AI (Robotic Process Automation with AI) offerings in the Southeast.

- Ensuring client satisfaction by escalating issues for resolution.

Telecommunication Company- San Jose, CA www.aopen.com

Distribution Sales Manager/Business Development Manager January 2014 – July 2018 2017

Successfully managed multi-million-dollar distribution and channel accounts including Ingram Micro, Arrow, Avnet, Synnex, and ASI. Managed partners of the AOPEN ecosystem to ensure successful enterprise project deployment from initial conception to final installations. Created unique timelines and deadlines for each step of the process to guarantee smooth execution. Provided weekly reports of project status to each partner involved to maintain focus of time, budget, and goals. Consistently highlighted roadblocks preventing achievement of time sensitive goals. Documented success and failures of individuals, partners, and employees for process improvement.

Selected Accomplishments:

- Consistently the main revenue generator (85+%) for AOPEN. Always above 90% of \$800K/month
- Developed and maintained excellent relationships with key account decision makers, sales reps, product management teams, and marketing teams.
- Collaborated with industry partners such as Google, to ensure client trust and project success. Enterprise projects included, SeaWorld, NBC Universal, Game Stop, Home Depot, GM, and American Express
- Consistently delivered high quality customer service by working with the client presales to understand their issues with the product and producing effective solutions and deployment.
- Managed Partners' sales and abilities. Maintained monthly meetings to ensure goals are accomplished.
- Played a key role in the launch of Google Commercial Chromebox, Chromebase, and Chrome Management Console within distribution channels and E-commerce.

Telecommunications Company- San Jose, CA www.cnetusa.com

Vice President of Sales and Marketing (Promoted in August 2011)

November 2010 – July 2014

Increased distribution accounts growth by partnerships in e-commerce. Key accounts included Walmart.com, Tigerdirect.com, Thenerds.net and Newegg.com. Developed and maintained excellent relationships with key account decision makers, product management teams, and marketing teams within distribution. Played a key role in new product launch including design, development, and marketing phases. Prepared weekly reports for meetings with the CEO of CENT Global on current project/account status, problems, and prospects. Played an active role in recruiting and talent retention.

Selected Accomplishments

- Doubled company's sales revenue by expanding sales channel to include e-commerce partners such as Walmart.com, Tigerdirect.com, Thenerds.net and Newegg.com
- Demonstrated sales capabilities and relation building skills and was promoted to VP of Sales and Marketing within a year of hiring.
- Established as an industry expert of networking within the hyper cloud environments.
- Increased brand awareness by adding CNET USA products to online forums such as slickdeals.net and hot-deals.org without adding marketing cost to the company.
- Expanded company portfolio from product manufacture to a Total Networking Solutions company
- Reduced internal organization costs by utilizing existing distribution partners' logistics and supply chains for order fulfillment.
- Established OEM/ODM product sales for enterprise projects. (CVS Pharmacy)

Energy Company -Duluth, GA www.asipartner.com

Account Executive / Solutions Provider

November 2009 – November 2010

Established and managed accounts in various sectors including digital signage, defense contractors, data centers, VARS, and other specialized manufacturing companies. Increased company sales leads by effectively using ASI Corporation's certified MBE (Minority Business Enterprise) and WBE (Woman owned Business Enterprise) status. Developed creative solutions by designing customized configurations for workstation, server, and networking solutions.

Selected Accomplishments:

- Generated over 10K in gross profit for the company within 30 days of hire.
- Expanded new account types for ASI including digital signage, professional procurement, and specialized manufacturing accounts.
- Achieved the title of South Eastern graphics card champion/specialist for ATI/AMD and NVidia by consistently meeting/exceeding quarterly goals set by the chip makers.
- Represented ASI at local trade shows and Expo's including Government Diversity Initiative and local business Chamber of Commerce.

Small MSP City of Industry, CA www.enermaxusa.com

Channel Sales Manager

January 2008 – October 2009

Developed sales and marketing strategies for channel distribution and established sales presence at twelve major US (United States) cities. Actively monitored inventory levels at distribution locations to ensure customer demands are met. Created relationships with channel account managers, resellers, VARS, and end-users. Established business alliances with System Integrators at different regional zones in the US to support distribution partners' success. Represented Enermax at various events including distribution trade shows, Intel Channel Conference, CES 2008/2009 and Computex (Taiwan)

EDUCATION AND CERTIFICATIONS

MCSE +I Certification

(Microsoft Certified Systems Engineer plus internet)
Atlantatech CompuTrain Technical School, Norcross, GA

Biology/Computer Science Curriculum

Columbus State University, Columbus, GA

Software: Microsoft Office suite, Terminal Server Client (SBT), JD Edwards, Google for Work, Salesforce.com, N-Able, Quote Works, ConnectWise, Sherpa

Operating Systems: Microsoft OS (Operating System), Google Chrome OS, Linux, Android