

CHAD BOTHA

Client Success Specialist/ Service Manager

OBJECTIVE

Results-driven Business Development Specialist with experience in driving revenue growth, establishing strategic partnerships, and expanding market presence. Proven track record in identifying and capitalizing on new business opportunities through comprehensive market research and innovative lead generation strategies. Adept at building and nurturing client relationships, negotiating contracts and collaborating with cross-functional teams to achieve business objectives. Strong analytical skills with the ability to manage budgets, track performance metrics, and deliver actionable insights. Passionate about leveraging industry knowledge and networking expertise to contribute to organizational success.

EXPERIENCE

Desigdata – Service Delivery Manager **July 2024 – Present | Gaithersburg, MD**

Led the delivery of data-driven solutions predominantly in the federal sector, working extensively within Microsoft Azure environments. Oversaw service delivery across cross-functional teams, aligning technical solutions with client goals while ensuring compliance, efficiency, and value. Acted as the primary liaison between clients and internal engineering teams to ensure seamless service execution.

- Serve as primary point of contact for nonprofit and federal clients (50–350 users), managing relationships and overall account health
- Lead daily service delivery operations, ensuring ticket queues, SLAs, and services are running smoothly across all accounts
- Run weekly client meetings and QBRs to review performance, address gaps, and align IT services with business goals
- Partner with engineering teams to initiate and drive projects; involved in planning, scoping discussions, and execution oversight
- Manage full project lifecycles within Microsoft Azure environments, ensuring timelines, budgets, and compliance standards are met
- Monitor licensing, service usage, and environment health to keep clients current and optimized
- Identify upsell opportunities and advise clients on improvements, collaborating with technical teams on solution design
- Track team performance across service metrics; step in to course-correct, provide guidance, and recommend training when needed
- Utilize ConnectWise, IT Glue, Kaseya, BrightGauge, and SmileBack to manage ticketing, documentation, KPIs, and client feedback
- Drive process improvements across service delivery workflows, improving response times and team alignment

KEY SKILLS

- MARKETING
- PROJECT MANAGEMENT
- BUDGET PLANNING
- SOCIAL MEDIA
- PLANNING

AWARDS

- EMPLOYEE OF THE MONTH
- LEADERSHIP AWARD
- BEST PERFORMER AWARD

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- Diagnosed and resolved delivery challenges quickly, maintaining project momentum and stakeholder satisfaction.

Wellness Touch Care –Business Operations Specialist

March 2018 – July 2024

- Conduct comprehensive market research to identify new business opportunities and emerging trends.
- Analyze competitors' activities to strategize and position the company effectively.
- Develop and implement strategies for lead generation and identify potential clients or partners.
- Qualify leads and manage the sales pipeline to ensure a steady flow of opportunities.
- Establish and maintain relationships with key clients, stakeholders, and business partners.
- Address client needs and concerns, ensuring high levels of satisfaction and retention.
- Collaborate with senior management to develop and execute business development strategies.
- Set and track performance metrics to measure the success of business development initiatives.
- Prepare and deliver proposals, presentations, and contracts to prospective clients.
- Negotiate terms and conditions to close deals and secure partnerships.
- • Represent the company at industry events, conferences, and networking functions.
- • Build and maintain a strong professional network to enhance business opportunities.
- Work closely with marketing, sales, and product development teams to align business development efforts with company
- goals.
- Provide feedback and insights to improve product offerings and marketing strategies.
- Monitor and analyze financial metrics related to business development activities.
- Manage budgets and allocate resources effectively to maximize return on investment.
- Prepare regular reports on business development activities, progress, and results.
- Maintain accurate records of client interactions, deals, and market data.
- Identify and pursue strategic partnerships and alliances to expand market reach and drive growth.
- Negotiate and manage partnership agreements to ensure mutual benefit.

Inktherapy LLC - Gaithersburg, United States**Technical Support**

March 2016 - Current

- Diagnosed and resolved technical hardware and software issues.
 - Concurred with staff to address and resolve complex issues.
 - Resolved most calls with first contact and escalated remaining calls to appropriate personnel for swift handling.
 - Accommodated wide-ranging customer experience levels by adjusting technical support strategies.
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