

# MUUSA MILAMBO

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## PROFESSIONAL SUMMARY

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Account Executive with 4+ years of quota-carrying B2B sales experience, currently closing \$1.5M annually in managed IT and cybersecurity deals for SMB and mid-market companies. Run the full sales cycle from cold outreach through contract negotiation, with typical deals ranging from \$30K–\$50K in annual contract value. Deep hands-on familiarity with cybersecurity and compliance frameworks SOC 2, ISO 27001, HIPAA from selling security assessments, audit readiness engagements, and managed protection services to IT leaders and C-suite buyers. Software engineering background makes it easy to go deep in technical discovery and speak credibly with security teams, not just business stakeholders.

## CORE SKILLS

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Full-Cycle B2B Sales • Pipeline Development • Cybersecurity & Managed IT Solutions • Contract Negotiation • Client Retention & Renewals • Sales Forecasting • CRM Management (Salesforce, HubSpot, ConnectWise)

**Technical Exposure:** Microsoft Azure • Microsoft 365 • Endpoint Security • Identity & Access Management • SOC 2 • ISO 27001 • HIPAA

## PROFESSIONAL EXPERIENCE

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**eMazzanti Technologies** — Hoboken, NJ

**Account Executive / Solutions Consultant** | Feb 2022 – Present

- Carry a \$1.5M annual quota selling managed IT and cybersecurity solutions to SMB and mid-market companies.
- Close contracts typically ranging from \$30K–\$50K in annual value across managed IT services, cybersecurity protection, and cloud infrastructure.
- Run the full sales cycle: outbound prospecting, discovery calls, technical demos, proposal development, pricing discussions, and contract negotiation.
- Build pipeline through cold outreach, referrals, and inbound leads while managing dozens of opportunities at different stages in Salesforce.
- Lead discovery with founders, IT directors, and security teams to uncover compliance gaps, infrastructure risks, and operational security challenges.
- Present solutions including firewalls, endpoint protection, backup systems, identity management, and cloud security platforms.
- Negotiate multi-year managed service agreements and cybersecurity contracts.
- Maintain relationships after the sale through quarterly business reviews and security posture discussions, driving renewals and additional service adoption.
- Work closely with engineering, SOC, and network operations teams to ensure implementations match what was promised during the sales process.
- Step in on high-priority client issues when needed and coordinate resolution with technical teams to maintain long-term customer relationships.

## **Rich Products Corporation** — New York, NY

*Global family-owned food company with \$3.8B in annual sales operating across 100 locations worldwide.*

### **Account Manager (Sales & Analytics)** | Jan 2020 – Jan 2022

- Owned a portfolio of regional retail accounts in the In-Store Bakery & Deli division, responsible for hitting annual volume and margin targets across the territory.
- Built relationships with store buyers, merchandising directors, operations leaders, and procurement teams to expand product placements and grow shelf presence in existing accounts.
- Identified and closed opportunities to place new bakery and deli products into retail locations, driving incremental revenue beyond base business.
- Managed the sales pipeline in CRM, tracking opportunities from initial conversation through placement and delivering accurate weekly forecasts to regional leadership.
- Coordinated with broker partners across the territory to align on account priorities, ensure consistent coverage, and execute against growth targets.
- Negotiated pricing and promotional programs with retail buyers to protect margins while staying competitive on shelf.
- Contributed to annual business plan development alongside corporate and division leadership, including priority platform placements and profitability expectations.
- Used SAP S/4HANA to monitor account performance, analyze sales trends, and flag margin risks before they became problems.

## **PFAB Designs** — South Orange, NJ

### **Account Manager – E-Commerce & Digital Solutions** | Jan 2017 – Feb 2020

- Managed client relationships for website development and e-commerce platform projects.
- Coordinated developers, designers, and marketing teams to deliver projects on schedule.
- Reviewed traffic and conversion data using Google Analytics to identify opportunities to improve site performance.
- Expanded client accounts by recommending integrations, automation tools, and additional platform features.

## **Dispatch Integrations** — Jersey City, NJ

### **Software Developer** | Jun 2015 – Jan 2017

- Built REST APIs used to connect enterprise systems for SaaS clients.
- Improved application performance by optimizing queries and introducing clustering for higher scalability.
- Worked with QA and DevOps teams to deploy updates and maintain system stability.

## **EDUCATION**

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### **University of Manitoba**

*Bachelor of Science — Computer Science*

Specialization: Software Engineering

## **CERTIFICATIONS**

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- Microsoft Certified: Azure Fundamentals
- Google Analytics Certification

## **INTERESTS**

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AI security and emerging cyber threats • Building web and mobile applications • SaaS product architecture