

Full Name

Leesburg, VA | (555) 555-5555
full.name@gmail.com

Senior-Level Manager

Business Development | Technical Solutions | Project Management

Skilled and innovative leader with expertise in commercial and government information technology systems solutions, program coordination, DevOps, and consulting within high-profile corporations. Proficient in collaborating with all members of the organization to achieve business and financial objectives. Broad industry and technology experience in operational design and efficiencies, global business system implementation, and complex consultative sales.

- Certified ScrumMaster (CSM)
- DoD Top Secret Clearance
- Strategic Planning and Analysis
- Value Stream Mapping
- Lean IT and Agile Delivery
- Ticketing Systems Support
- Process Improvement
- Contract Negotiation
- Corporate Communications
- Private and Government Contracts
- Software Development Lifecycle
- Project Sizing, Scoping, & Estimation

PROFESSIONAL EXPERIENCE

EXCEL SOLUTIONS, INC. • McLean, VA • 8/2013 – 12/2016

A provider of cloud consulting services to Fortune 500 companies and government agencies worldwide.

Director

Supported the Public Sector, Mid Atlantic, and International Business Units in various capacities. Led customer program management engagements and captured efforts resulting in three-year contract value of over \$55MM; maintained overall customer relationship of a \$4MM/year account. Assisted customers in extending and leveraging existing capabilities and platforms through innovative thinking and novel uses of technology. Utilized Agile/Agile-hybrid delivery approaches to supervise the planning, development, and release management of CRM Platform-as-a-Service (PaaS).

Key Accomplishments:

- Championed and communicated the program strategy used to secure a two-year, \$10MM government contract.
- Contributed to the delivery of a healthcare provider's Salesforce Marketing Cloud proposal which resulted in a \$2MM award.
- Introduced new tooling into Comcast and Acumen internal Customer Operations teams which decreased MTTR by over 70%.
- Reduced time to manually generate and program details from hours to on-demand which yielded a 10% annual time savings and translated to \$420k of decreased expenses.

EXCEL SOFTWARE, INC. • McLean, VA • 6/2004 – 3/2013

A provider of cyber security products and solutions.

Vice President and General Manager, Energy Practice

Drove business development, administered sales and marketing support, and fostered a customer-centric and consultative focus for boutique technology, security and energy management services delivery firm. Functioned as Customer Account Manager and Senior Program Manager for major programs of work, increasing corporate revenues from \$750K to over \$6MM in two years. Promoted to Vice President and General Manager of Energy Practice unit; developed products and built portfolio of federal and commercial customers.

Key Accomplishments:

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- Provided solutions management oversight for the energy line of business to five government agencies, two commercial accounts, and 12+ technology and delivery partners.
- Executed functionality that had multi-agency and multi-customer applicability, resulting in over \$17MM in revenue for the company.
- Directed standard project coordination mechanics, including scoping, requirements elaboration/identification, scheduling, risk management, and financial budget oversight. Operated at profit for 5 years of product development.

EXCEL INC. • Ashburn, VA • 6/2000 – 5/2004

A provider of Management Services. Acquired by Sun Microsystems, 2004; Oracle, 2010.

Director, Customer Account Management

Collaborated with operations teams and customers to continually enhance monitoring and management approach and instrumentation. Utilized ITIL and industry best practices to define and enforce operational protocols, customer implementation methods, and customer account management processes. Identified and closed opportunities to increase the level of service and delivery for 14 customer accounts.

Key Accomplishments:

- Increased yearly recurring revenue from assigned clients from \$650K to \$4.6MM
- Established and refined procedures that governed the activities of over 150 employees in support of 100+ customers.

EXCEL INC. • Washington, DC; Reston, VA • 9/1993 – 5/2000

A leading global professional services company providing a range of strategy, consulting, digital, technology and operations services.

Business Development Specialist

Joined Andersen Consulting as a Business Process Analyst in the Telecommunications Market Unit. Developed extensive experience in full IT systems Software Development Lifecycle (SDLC), Release Management, and Implementation Management. Coordinated, planned, reported, and delivered development tasks on a project-by-project basis. Served as Program Manager in a Release Management role and Program Manager of a global support helpdesk rolling out a global satellite system.

Key Accomplishments:

- Generated regular status updates and risk management artifacts. Acquired, implemented, and taught PMI techniques to team members.
- Supported multiple program modules during time as a developer, tester, and release management analyst.
- Negotiated with clients to arrive at mutually beneficial outcomes for all participants while maintaining a customer-first view.

EDUCATION

Bachelor of Business Administration

College of William and Mary, Williamsburg, VA