

SENIOR BUSINESS DEVELOPMENT & MANAGEMENT EXECUTIVE

Senior Vice President • Vice President of Sales

Dynamic profit-driven leader with broad industry knowledge, tactical sales management, and charismatic leadership skills tempered with well-rounded general management abilities to ensure top-line growth is sustained and profitable. Deep executive management expertise gained within rapid-growth and turnaround environments. Strategic results-oriented executive with experience in transforming and repositioning a company's "go-to-market" approach. Solid record of developing sales strategies, building high-caliber teams, disciplined processes, forging sustainable client relationships and driving market share and revenue growth. Core competencies include:

Strategic Business Planning
Sales Strategy & Execution
Budget/Expense Control
Market Analysis
Turnaround & Change
Management

Profit & Loss Accountability
Service Introduction & Launch
New Business Development
Lead Generation & Targeting
Mergers, Acquisitions, &
Negotiations

Business Reengineering
Corporate Finance & Budgeting
Recruiting, Training, & Mentoring
Strategic Alliances/Partnerships
Cross-Divisional Teams
Development & Management

PROFESSIONAL EXPERIENCE

Confidential, Senior Vice President, Herndon, Virginia, 2007 - Current

Responsible for strategic plan and implementation of multiple verticals for \$215 million global BPO, KPO, and Professional Services provider. Developed integrated End-To-End leadership positioning in well-entrenched and mature markets. Strategically re-positioned offerings for substantial growth in Content Solutions, Engineering, and GIS lines of business. Selected accomplishments include:

- Delivered 131% annualized revenue growth.
- Implemented robust integrated lead generation program resulting in a six-fold increase in pipeline.
- Designed and implemented new comprehensive sales strategy for Manufacturing, Healthcare, Telecom, Engineering, Financial Services, Publishing, and Government verticals.
- Developed and led all phases of the outsourcing sales cycle, including strategic positioning, opportunity development, value proposition, contract negotiation, and transition.
- Direct contributions to overall development of Apex corporate vision and strategy.
- Led C-level presentations, coordinated diligence and risk assessments, determined capital, people and resource requirements and structured P&L models for use in negotiating contracts and managing risk.
- Aligned sales, solutions, and operations teams with an integrated model.
- Built new logo and base sales teams.
- Fostered strategic alliances with partners in multiple industries, ensuring continued market share growth.

NDS InfoServ, President, Tampa, Florida, 2006 – 2007

Recruited to build a global business process outsourcing practice. Authored the original strategic plan, organizational model and marketing strategy that integrated healthcare, mortgage, financial services and ITO services into a single solution. Selected accomplishments include:

- Landed the first direct client contract in the US valued at approximately \$25MM.
- Overall responsibility for North American operations. Built US sales force from scratch.

- Primary focus was generation of new logo revenue through an ability to personally build and enhance sustainable client relationships.

ACS, Vice President, Dallas, Texas, 2003 – 2006

Led the global Finance and Accounting BPO sales effort. Re-positioned ACS into a leader in this rapid growth sector. Developed go-forward market facing value proposition to significantly improve clients' business performance through a combination of people, process, and technology. Selected accomplishments include:

- Energized stagnant division into fastest growing ACS sales ranking in initial twelve months.
- Managed global large-scale complex multi-tower BPO sales pursuits. Major wins included GM, GE, Sprint, Honeywell, Cendant, 7 – Eleven, and Tyson Foods.
- Assembled and directed global teams of up to 30 cross-functional professionals from concept to contract closure. Drove \$42MM in annual new logo sales representing over \$250M in total contract value.
- Assembled top-performing teams to drive new business development and implementation projects from pre-sales through contract negotiating to engagement management.