
Mike Like

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SUMMARY OF QUALIFICATIONS

High energy sales and management professional with exceptional interpersonal and communication skill and an extensive background in the following broad-based competencies:

CONSULTATIVE SALES	STRATEGIC PLANNING	CHANNEL SALES
ACCOUNT MANAGEMENT	STAFF MANAGEMENT	KEY RELATIONSHIPS
NEW BUSINESS DEVELOPMENT	KEY ACCOUNT ACQUISITIONS	CLIENT SATISFACTION

- Demonstrated ability to promote products and services and secure and develop key accounts to maximize company profit.
- Proven ability to cultivate productive relationships with key decision makers and manage projects on a Global basis to achieve corporate goals.
- Excellent qualifications in strategic planning with comprehensive knowledge of management, organizational development, team building and project execution.

PROFESSIONAL EXPERIENCE

XYZ COMPANY – *Los Angeles, CA*

1997 – Present

Senior Manager, Enterprise Account Sales

Selected from a competitive group of candidates to lead Global Account Channel sales activities for major telecommunications company uniquely capable of delivering telecommunications services throughout United States. Focus marketing and sales efforts on Fortune 1000 prospects based in California, Oregon and Washington for key Managed Network Services, including Virtual Private Network and Website Hosting services as well as Managed IP, Ethernet, Wavelength and Point to Point services.

- Thoroughly research target prospects' business and practices to effectively market Internet and Broadband, and Wide Area Network services to executive management levels.
- Actively direct Account Managers to consistently meet team quota objective of \$200,000 per month, through execution of account strategy that prioritizes opportunity expansion, new business development and maintenance of existing accounts.
- Prepare timely sales forecasts and account status reports to provide Management Team with critical information needed to manage resources necessary to support sales activities.
- Gained foothold in penetrating Widget Inc. account by providing basic service for small projects and establishing positive track record to position company for future business.

ABC, Inc. – *San Francisco*

1992 – 1997

Director, Business Development

Led initiative for Direct and Indirect sales channels to Global Fortune 1000 prospects in the Western United States. Developed sales and marketing plan and prepared reports for upper level management including sales forecasts, account status and competitive assessments.

- Performed in-depth analysis to capture understanding of prospects' infrastructure, identifying revenue opportunities for managed Virtual Private Network agency utilizing Public Key Infrastructure for security over either shared private network transport or the public Internet.
- Supplied unsolicited proposals to prospects detailing money saving options for optimizing networks to expand business opportunities.

- Employed matrix management of Technical Consultants to gain specific insight of clients needs, enabling Account Managers to incorporate information into overall sales strategy and adjust sales tactics accordingly to meet projected revenue goals.
- Developed relationship with key decision makers at Widget Inc. offering trial products and exceptional service, that resulted in securing sales of Data and IP services valued at \$2 million.

XYZ INC. – Sacramento, CA

1985 – 1992

Global Account Manager

1987 – 1992

Awarded promotion to direct sales efforts for the company's second largest commercial account, positioning the client as a strategic business partner, involved in all aspects of client's business planning and development. Participated in account development plans for key sales and contract negotiations and prepared sales forecasts and status reports, making recommendations to management to enhance revenue growth.

- Grew revenue from \$35 million to over \$80 million annually by targeting new business opportunities and demonstrating competitively priced, quality service; capitalized on market leading Frame Relay data service capturing \$15 million per year in new revenue won directly from Xxxx.
- Planned, developed and participated in formulation and implementation of strategy, primarily for Managed Data Internet services, as well as the Global portfolio of Frame Relay and Packet Services in Europe, Asia Pacific and South America, to further penetrate and develop account.
- Ensured timely implementation and proper performance of large networks sold in accordance with service level agreements.
- Exceeded personal annual sales quota of \$2.5 million per year and maintained existing revenue base by constantly reassessing customer requirements for enhanced services through regular client visits and top down approach.
- Repeatedly recognized throughout career for exceptional sales and service, receiving Regional Sales and Company Excellence awards.

National Account Support Consultant

1985 – 1987

Provided strong customer service and installation support to ACME account to further position company to secure new business.

- Served as primary contact interfacing with client technology organization for call center network management platform implementation.
- Provided overall sales support, including trouble shooting, implementation and billing, on voice services and customer education on industry-wide portability of toll-free numbers.
- Worked directly with customers and account teams to satisfy non-standard requests such as stewardship reports, billing consolidations and other ad hoc reports requiring corporate back office systems manipulations

EDUCATION

CALIFORNIA STATE UNIVERSITY – Los Angeles, CA

Bachelor of Arts in Communications