

Xxxx x. xxxxxxxxxxxx,, MBA

AWARD-WINNING RESULTS, DECREASED COSTS & INCREASED REVENUE THROUGH EXEMPLARY LEADERSHIP & VISION

CITY/STATE | PHONE | EMAIL | LINKEDIN URL

Demonstrated Success – ❖ **Sales Quota** - Achieved 140% of Sales Objective ❖ **Process Development** - Earned Perfect Score “1” – Contracts Audit & Sarbanes-Oxley Compliance ❖ **Organizational Restructure** - Evolved Business Model Change; Reorganization of the XXXXXX Business Unit ❖ **Cost Savings** - 150% During Organization Change Initiative ❖ **Revenue Oversight** - Data/Voice Ranging From \$600M - \$900M ❖ **Expense Budgets** - Planned & Forecasted; \$500M ❖ **High-Performance Sales Teams** - Directed 100 in 15+ Countries.

Highly accomplished Senior Executive with a 20+ year track record of stellar performance as a leader of international business experience managing cross functional teams in sales, operations, and procurement roles around the world. Demonstrated ability to lead organizations in multiple levels of management and to also bring a broad-based general management skill set of managing people that delivers organizational discipline. Expertise in promoting the culture and values of the company with a keen business acumen of best practices to develop a vision and execute. Known for building key partnerships with Board members and stakeholders – having been through multiple mergers and acquisitions in an industry that is constantly evolving - a capacity to assimilate quickly and execute with vigor. Hands-on, pragmatic, engaging and consummate enthusiastic leader.

Competencies that Drive Strong Business Outcomes

- Global Business Culture, Regional Sales & Marketing, Enterprise Go-To-Market Sales Consultative & Solutions
- Commercial Operations, Change Management
- Transactional, Transformational, Cross-Functional
- Staff Leadership, Team Building for Scale
- Capital Budgeting, Forecasting, Financial Planning
- Contract Management, Complex Negotiations
- System Implementation, Processes & Policy
- Portfolio Management, Sales Growth Strategy
- Relationships & Partnerships (Internal/External)
- Telecommunications: Cloud, Voice, Data, Applications, Global Telecom Companies, Cable TV Companies, & Prepaid Card Providers

A Career of Delivering Increased Profits and Stakeholder Value

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GENERAL MANAGER

2015 – Present

Responsible for all global carrier’s business — Supports the ‘Global Connections Management’ organization in multiple areas - **Colocation Services, Commercial Operations, Procurement & Capital Budgeting of Voice Carriers/Services & Data Centers.**

- **Change Management**—Played a significant role in the reorganization and migration to a new business unit (Wholesale Sales to Carrier Management); exited 200+ customers and contract from new model (over 6 months).
- **Contracts & Purchase Agreement**—Took over the responsibility for negotiating & approving contracts/settlements; negotiated \$35M settlement with large data center; mitigated liability by \$50M+ (YTD).
- **Financial & Budget Management**—Oversees budget of \$178M including the planning/forecasting and reporting.
- **Significant Cost Savings**—Achieved 150% of margin improvement target (2015) with expected 140% in 2016.
- **Strategy**—Drives negotiations, develops relationships within franchise territory for colocation & data centers.
- **Process/Systems**—Analyzes, redesigns complex workflow processes and systems to meet process audit compliance.
- **Billing & Payment Functions**—Established processes for customers and suppliers as part of service delivery.

SALES CENTER VICE PRESIDENT/GENERAL MANAGER, Global Wholesale Services

2012 – 2014

Driving force behind XXXXXX’s \$900M global wholesale customer and supplier voice services — **Supplier Management, Commercial Operations, Contract Execution, Support Systems & Sales.**

- **Sales Operations & Strategy**—Negotiation and management of cost of supply with a margin for 600+ carriers globally for the delivery of both XXXXXX retail and wholesale services across the world. - direct sales and customer delivery.
- **Large Portfolio Management**—Managed a portfolio of over 1000 customers in 240 countries.
- **Sales Organization Lead**—3 regional, 60+ team members in 17 countries for the sale of wholesale space to telecom carriers, cable providers, mobile operations, and prepaid card providers.
- **Profit & Loss**—Responsible for P&L across all XXXXXX international wholesale voice services.

- **Complex Contract Negotiations**—Sales of multiple services, and reciprocal purchasing of services in that country by XXXXXX.
- **Customer Service Focus**—Continuous customer fulfillment - post-surveys in the 99th percentile.
- **Relationship Building**—Cultivated/nurtured relationships with officer-level executives in support of international carriers.
- **Leadership Affiliation**—Prime Chair, (Pacific Partners Organization consisting of an ‘Executive Consortium’ of 15 Global Carriers); *Board of Directors – XXXXXX Chile.*

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SALES CENTER VICE PRESIDENT

2009 – 2011

Charged to oversee the organization with the responsibility for managing data and voice revenue for 350+ customers in Canada, Latin America, and the US. — Wholesale Sales, Americas Region

Lead sales team of 20 people located across six countries selling to telecom carriers, mobile operators, cable companies, internet service providers, systems integrators, and data centers in 36 countries. Managed over half of XXXXXX’s international wholesale voice revenue and gross wholesale margin within the Americas.

- **Revenue Growth & Oversight**—Consistently exceeded sales revenue and margin targets; responsible for managing \$600M revenue, and \$110M of terminating and originating margin, in LatAm.
- **Sales Team Transformation**—Successfully transformed XXXXXX’s sales force in the region from selling basic voice and data services, to consultative selling model & cross-selling application services (video conferencing, consulting, network integration, cloud computing, intellectual property, and disaster recovery services) to C-level customers.
- **XXXXXX Diamond Club Award winner, Board of Directors – XXXXXX Chile.**

EXECUTIVE DIRECTOR, Voice Sales and Commercial Operations, Global Wholesale

2006 – 2008

Promoted in 2006 to direct the commercial operations and international services of XXXXXX’s wholesale carrier services business worldwide. Moving forward to 2007 charged with the additional responsibility to lead Trading Desk sales organization to propel XXXXXX’s international wholesale voice revenue from over 250 US-based customers. Optimized margin on sales through negotiation and management of XXXXXX’s supply contracts with over 600 telecom carriers in 240 countries.

- **Margins & Contracts**—Eliminated \$40M in termination costs over 3 years; implemented contract policies/processes; achieved 100%. *XXXXXX Wholesale Sales Gold Club Award Winner.*

DIRECTOR, Margin Management and Global Clearinghouse Operations, Global Wholesale

2003 – 2005

Spearheaded a multi-faceted set of functions in the areas of leading the buying of international voice termination in the wholesale markets, managing the global Voice Over IP (VOIP) business operations, direct support of sales teams and channels including the buyers who have direct relationships with the global voice suppliers, leading the optimization of technologies, and the oversight of net cost reduction for the international wholesale and retail services.

- **Increased Profits & Decreased Costs**—Supported generating \$35M in incremental annual wholesale revenue (sales channels & Global VOIP); saved \$100K in annual network costs (reorganizing and scaling down vendors).
- **Improved Efficiency**—Reduced cycle time by 67% reducing contract and interconnection time from 3 months to 1 month.

Education & Professional Development

Bachelor of Arts, Economics, xxxxxxx xxxxxxx, xxxxxx, xx
 MBA, Corporate Finance, xxxxxxxx University, xxxxx, xx
 Certified, XXXXXX Technology & Network Transformation Tracks
 Certificate, XXXXXX Leadership Development Program

(Executive Education Program for Managers Who Demonstrate Executive Leadership Potential)

Certificate, XXXXXX LEAD Program

(Program for Executives Who Demonstrate Potential Ability to Lead at the Corporate Officer Level)

Organizational Leadership

Prime Chair, Pacific Partners Organization (Executive Consortium of 15 Global Carriers); Board of Directors, XXXXXX, Chile

Honors & Awards

XXXXXX Sales Leadership Recognition; Diamond Club, 2013 (Top 1% of Sales); Diamond Club, 2009; Wholesale Gold Club, 2006