

ROBERT SMITH

Director Of Business Development And Sales

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Seeking a growth position utilizing territory sales, solution selling, channel management, and business development to exceed quotas, enhance company visibility and profits while strengthening core market share.

AUGUST 2007 - PRESENT

DIRECTOR OF BUSINESS DEVELOPMENT AND SALES - ABC CORPORATION

- Helped successfully launch the commercial version of pie-matrix into the marketplace in 2009 and generate \$96k in revenue during the first 12-months.
- Responsible for developing and managing exceptional relationships with clients and identifying new selling opportunities to increase account penetration.
- Expanded a fortune 500 account from 20 to 155 licenses over a 12-month period.
- Responsible for troubleshooting, tracking, and managing customer user “bugs” to ensure all issues were resolved in a timely manner.
- Providing superior customer service and account management activities by proactively contacting customers on a weekly basis to ensure 100% client satisfaction.
- Functioning as the liaison between the customer base and the engineering team to ensure customers technical needs were communicated effectively.
- Targeting C level and director level contacts ranging from fortune 500 organizations to local colleges and Universities.

MARCH 2005 - JULY 2007

DIRECT SALES REPRESENTATIVE - ABC CORPORATION

- The leading fixed WiMAX service provider in the US, delivering high-speed internet access in nine markets.
- Exceeded a daily goal of 50 cold-calls to chief information officers, it managers and network managers to sell high-speed wireless broadband connections ranging from fractional t-1s to 100mbps.
- In q4 2005, surpassed sales quota by 150% by closing 3 multi-year contracts in 120 days ensuring \$36,000 in projected revenue.
- Managed all prospective customers through the sales cycle via CRM (Netsuite).
- Developed a pipeline of at least 15 qualified prospects which resulted in exceeding monthly sales quote.
- Utilized human relations, communication, and negotiation skills to market and sell home security systems, home internet, home television, and home telephone services.
- Responsible for identifying client needs while researching ways to improve the

quality of their services.

EDUCATION

B.A. in Psychology - (University Of Rhode Island - Kingston, RI)MBA - (Champlain College - Burlington, VT)Diploma- (California Polytechnic State University, Orfalea College Of Business - San Luis Obispo, CA)

SKILLS

Sales, Business Development Operations, and Performance Metrics, Sales Forecasting, Revenue Generation, New Product Introductions, Customer Support, and Microsoft Office Suite.