

John Doe

Business Development Manager

Professional Business Developer with more than four years of experience in the business development processes. Involved in product testing, management, and development of new business opportunities.

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john.doe

WORK EXPERIENCE

Business Development Manager

AirState Solutions

09/2014 – 06/2017

New York, USA

- Successfully managed \$2 - 3 million budget projects and successfully achieved the project scheduled goals.
- Developed and implemented new marketing and sales plans and defined the strategy for the next 5 years.
- Reviewed constantly the customer feedback and then suggested ways to improve the processes and customer service levels which increased the satisfaction rate from 81% to 95%.
- Ensured that new clients will grow into a loyal customer base in a specialist niche market by implementing a new loyalty program.

Business Development Assistant

AirState Solutions

08/2012 – 09/2014

Chicago, USA

- Increased the customer satisfaction rate by 25% by improving the customer service.
- Planned, supervised, and coordinated daily activity of 3 junior business analysts.
- Improved the communication with the Marketing department to better understand the competitive position.
- Directed the creation and implementation of a Business Continuity Plan, and the management of audit programs.

EDUCATION

MSc in Economics and Business Administration

The University of Chicago

09/2008 – 06/2010

LANGUAGES

English	●	●	●	●	●
Spanish	●	●	●	●	○
French	●	●	○	○	○

SKILLS

SEO Public Speaking Negotiation

Teamwork Decision Making

Research & Strategy Emotional Intelligence

Outbound Marketing Email Marketing

Google Analytics Sales & Marketing

Social Media Advertising

ORGANIZATIONS

American Management Association
(2015 – Present)

Association of Private Enterprise Education
(2014 – Present)

eBusiness Association (eBA) (2013 – Present)

HONOURS AND AWARDS

Jury Member, Venture Cup Entrepreneurship Competition (2016)

Venture Cup USA

Sales Individual & Business Development Award (2015)

AirState Business Awards

Excellence in Customer Partnering Award

IES - Institute of Excellence in Sales

CONFERENCES & COURSES

Leading People and Teams - Specialization

Online course on Coursera.org

eMetrics Summit (09/2016)

Rising Media, Inc. and eMetrics Summit

Project Management Principles and Practices (01/2015 – 09/2015)

Online course on Coursera.org