

SALES MANAGER SALES MANAGER SALES MANAGER - SIP Customer service manager with over 10+ years of experience in medical, military, and telecommunication fields. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits. Work Experience SALES MANAGER SIP - Brooklyn, NY June 2014 to Present NY Sold over 300 VOIP/SIP telephony accounts to small businesses Set up Clients account portal, call leads, call analytics, Set-up/troubleshoot conundrums on over 30 clients' TCP/IP, Static IP, Subnet masking, TLS, UDP protocols per day DATABASE ADMINISTRATOR New York City Department Of Health And Mental Hygiene - Long Island City, NY September 2013 to September 2014 Modified existing databases to meet unique needs and goals determined during initial evaluation and planning process Managed creative projects from concept to completion while managing outside vendors Coordinated with project management staff on database development timelines and project scope PLATOON SERGEANT United States Marine Corps - San Diego, CA August 2001 to August 2009 Maintained safety, security and operational readiness of more than \$10M in equipment Helped subordinate NCOs identify and develop personal strengths to enhance leadership strengths and redirect weaknesses Managed flow of tactical and technical information between commanders and enlisted personnels Education Biochemistry Long Island University - Brooklyn, NY Skills LINUX, DOCUMENTATION, PROBLEM-SOLVING

Name: Thomas Ward

Email: lancecruz@example.org

Phone: 709-253-0966