

Professional Summary

Results-driven Client Success Director & Co-Founder with 15+ years of experience in driving business growth, leading cross-functional teams, and delivering innovative marketing and sales solutions. Proven track record of success in IT service management, project management, and leadership, with expertise in SAP implementation, vendor management, and process improvement.

Professional Experience

Client Success Director & Co-Founder

Inazuma.co (formerly Empathy North Marketing And Sales Solutions) | January 2018 - Present

Senior Account Manager

SAP Canada Inc. | January 2015 - December 2017

Key Achievements:

- Consistently exceeded sales targets, resulting in 25% YoY revenue growth
- Developed and executed strategic account plans, leading to a 30% increase in customer satisfaction

Responsibilities:

- Managed a portfolio of high-value clients, providing tailored SAP solutions
- Collaborated with cross-functional teams to deliver integrated sales and marketing initiatives

IT Service Management Consultant

Bell Canada | June 2012 - December 2014

Key Achievements:

- Improved IT service delivery by 40% through process optimization and implementation of ITIL best practices
- Successfully managed the migration of 500+ users to a new SAP ERP system

Responsibilities:

- Analyzed and resolved complex IT service management issues
- Developed and implemented IT service management processes and procedures

Project Manager, IT Outsourcing

IBM Canada Ltd. | January 2009 - May 2012

Key Achievements:

- Effectively managed a team of 10, delivering a \$5M IT outsourcing project 20% under budget
- Improved client satisfaction ratings by 25% through proactive issue resolution and communication

Responsibilities:

- Coordinated project planning, execution, and delivery for large-scale IT outsourcing engagements
- Ensured compliance with contractual obligations and service level agreements

Call Center Operations Manager

Rogers Communications Inc. | June 2006 - December 2008

Key Achievements:

- Increased call center efficiency by 30% through process improvements and staff training
- Reduced average handling time by 25% through effective queue management and resource allocation

Responsibilities:

- Supervised a team of 20 call center representatives, providing coaching and performance feedback
- Analyzed and addressed operational issues to ensure service level agreement adherence

Education

Bachelor of Commerce, Major in Management Information Systems

McGill University | June 2006

Technical Skills

IT Service Management:

- ITIL
- IT Service Management
- IT Operations

Project Management:

- Project Management
- Agile Product Owner

SAP:

- SAP Implementation
- SAP R/3
- SAP ERP
- SAP Products

Telecommunications:

- Telecommunications
- Call Centers
- Call Center

Leadership and Management:

- Leadership
- Team Management
- Management
- Employee Training

Software and Tools:

- Microsoft Exchange
- SharePoint
- ERP (Enterprise Resource Planning)

Business and Sales:

- Sales
- Marketing
- Product Development
- Pre-sales
- Business Process
- Change Management
- Vendor Management
- Process Improvement