

Professional Summary

Results-driven Business Development Executive with 10+ years of experience driving growth in the computer software industry. Proven track record of success in strategic planning, customer service, and team management. Skilled in leveraging Microsoft Office to enhance business operations and expand market reach.

Professional Experience

Senior Vice President, Business Development (BD09)

Inazuma.co | January 2018 - Present

Director, Business Development

NovaTech Inc. | June 2015 - December 2017

Key Achievements:

- Spearheaded a team that secured a \$5 million contract with a Fortune 500 company
- Developed and executed a market entry strategy, resulting in a 50% increase in regional sales

Responsibilities:

- Managed a team of business development professionals
- Conducted market research and competitor analysis

Senior Business Development Manager

Pinnacle Software Solutions | March 2012 - May 2015

Key Achievements:

- Successfully launched a new software product, achieving \$1 million in sales within the first quarter
- Built and maintained relationships with key clients, resulting in a 30% increase in customer retention

Responsibilities:

- Coordinated with the product development team to align business strategies with product roadmaps
- Conducted sales forecasting and pipeline management

Business Development Manager

Apex Consulting Services | January 2009 - February 2012

Key Achievements:

- Identified and pursued new business opportunities, resulting in a 25% increase in annual revenue
- Developed and implemented a customer service strategy, leading to a 20% increase in customer satisfaction

Responsibilities:

- Managed client relationships and provided strategic consulting services
- Collaborated with the marketing team to develop targeted campaigns

Education

Master of Business Administration (MBA)

Harvard Business School

Relevant Coursework:

- Strategic Management
- Marketing Management
- Financial Management

Technical Skills

Productivity Software:

- Microsoft Office (Excel, Word, PowerPoint, Outlook)

Customer Service Tools:

- CRM Software (Salesforce, HubSpot)
- Customer Support Platforms (Zendesk, Freshdesk)

Management Skills:

- Team Management
- Strategic Planning
- Change Management