

BUSINESS MANAGEMENT PROFESSIONAL

Bridging Technology with Sales, Marketing, and Operational Management

I have 10+ years of experience in the technology industry and technical management. A verifiable track record for the successful sales and integration of small, medium, and large scale projects through coordinating teams, developing partnerships, and building a positive rapport with system engineers, technologists, industry professionals, vendors, and clients.

Strategic Planning • Sales Goals • Channel Sales & Marketing • Quality Standards • Sourcing Solutions
Team Share • IT Project Management • Client/Vendor Relationships • Staff Development • Training Concentrations

PROFESSIONAL EXPERIENCE

Dunbar Security Systems Director of New Business Development

Mar 2010 – Current
Bridgeport, CT

Actively pursue sales and support of new customers, dealers and in-house business for the electronic security division. Direct new ventures related to all revenue programs involving marketing, technical implementation, vendor management and corporate support. Continually establish synergy models between Dunbar Armored Services and Dunbar Electronic Security.

Select Accomplishments

- ✓ Directed the management of one of Dunbar's strongest customers, which developed into the largest electronic security customer for DSS. Captured all ongoing account security solutions for all national facilities.
- ✓ Spearheaded the deployment of a Managed Access Control revenue generator platform for Dunbar to use to capture both new direct customers and collaborating Security Dealers. The "partnered relationship" campaign has led to agreements with some of the largest electronic security distributors within North America.
- ✓ Organized and deployed the server software solution to go-live with a Managed Access Control web solution.

Tyco Safety Products – Kantech Division East Coast Regional Sales Manager

Aug 2008 – Jan 2010
Remote Offices – Merrimack, NH, Bethel, CT

Maintain responsibilities of managing East Coast North America territory with sales-firm managers and regional responsibilities with over \$4 million in sales. Support channel goals, develop new sales leads, guide and approve new business and new dealers. Provide engineering consultation to sales staff and channel business partners. Represent products for national trade shows and national security conventions. Provide manufacturer product assistance and industry knowledge guidance with access control, video and security technology. East Coast region point person for corporate rollouts, product releases, training certifications, promotional projects and change management.

Select Accomplishments

- ✓ Designed and implemented single site reSource HTML web utility solution for sales program exclusively for regional representatives to use for advanced sales and dealer management.
- ✓ Performed and completed ADT 2008-2009 territory master rollout of Managed Access Control solution. This was the largest ADT channel project initiative in 2009 to advance the ADT ROI based model nationally.
- ✓ New dealer Capture Model that actively pursued the expansion of new business based on consistent yearly growth and "commitment" dollars. This program helped bring on the largest amount of revenue producing dealers committing to Kantech product sales within a 5 years period.
- ✓ Implemented a dealer level Managed Access Control ROI model which was the foundation for the corporate RIO model to fortify future Tyco revenue. Developed the relationships and territory organizational structure to continue adding new dealers to the growing MAC network

**Niscayah USA – Retail Division
Senior Project Manager****Dec 2007 – Feb 2008**
Woburn, MA

As part of a major acquisition, coordinated and managed installations and overall project management services for top level retail accounts. A Senior PM reported directly to the divisional Director to assist with new programs based on building sustainable efficiencies within cross-functioning departments. Developed new operational synergies using business techniques to optimize service and installation resources, including analyzing, and designing future operational work restructure models.

**Securex – Division of LPInnovations (Niscayah Acquisition 2007)
National Manager – Installation and Project Management****Feb 2005 – Dec 2007**
Milford, MA

Directed and maintained the operational management of Project Management and Installation departments, including staff mentoring and coaching. Grew the installation team sales volume to over \$6 million in annual installation sales. Oversaw the implementation of all new business building programs related to internal operating departments based on organized company standards. Role responsibilities included PM scheduling/deployment, labor sales, engineering consulting, team building, financial reporting and development of planned future goals/objectives.

Select Accomplishments

- ✓ Developed new iGuide program over a 2 months period to enhance customer servicing through marketed information, small business packaging, and intranet-based web servicing.
- ✓ Within 6 months achieved the divisions' highest installation margins since inception averaging 40% monthly. Within 2 years led the install department to successfully process the first \$1 million dollar month for installations.

**Jefferson Pilot Financial & Securities (currently Lincoln Financial)
Internet Technology Manager - Web Designer****May 2003 - Feb 2005**
Concord, NH

Moved into the financial division of Jefferson Pilot Securities to create and manage the development of the broker dealer web site with emphasis on building stronger content and programming platforms. Completed two major migrations which included GUI redesign and a company-wide CMS portal web site migration for all JP related sub-companies.

Supported languages to include: HTML, XML, J2EE, JAVASCRIPT, CSS, ASP, FLASH

Software Proficiencies: Photoshop, Illustrator, PageMaker, Dreamweaver, MS Office Software Suite,

Select Accomplishments

- ✓ Migrated the corporate securities web site in October 2001 to a new, consolidated template design allowing for a 100% efficiency in content processing providing more current financial data and new web applications.
- ✓ Broker/Dealer team lead for migration to fully integrated web portal to interlink all JP departments to one web site database platform for a corporate portal servicing solution (live 2003).

**Chubb LifeAmerica (currently Lincoln Financial)
Senior Desktop & Web Support Analyst****Jan 1999 - May 2003**
Concord, NH

Software and Hardware support analyst for the company Windows-based desktop platform encompassing multiple remote sites nationwide. Responsibilities: created analytical plans, implemented desktop deployments, PC re-imaging point person, server-side support, web server administrator, software applications trainer, and project manager.

Select Accomplishments

- ✓ Designed, planned and implemented the deployment of the Help Desk support intranet that bridged all technical support data for the 3 corporate support centers. The solution provided a web based data infrastructure which allowed for more effective single-point support reducing end-user downtime by 125%.
- ✓ Created, built and managed IT Model Office server environment used for technical testing for company desktop and LAN initiatives

**Coca Cola USA and Coca – Cola Northern New England
Territory Sales Representative****Jan 1995 - Jan 1999**
Seabrook, NH

EDUCATION**Bachelor of Liberal Arts – University of New Hampshire - Durham, NH**

Dual concentration in Architectural Design/Theory and Business Administration