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jane.roe

## SKILLS

SEO

Public Speaking

Negotiation

Teamwork

Decision Making

Research & Strategy

Emotional  
Intelligence

Outbound Marketing

Email Marketing

Google Analytics

Sales & Marketing

## LANGUAGES

English



Spanish



French



# Jane Roe

## 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.

## 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.

## ORGANIZATIONS

American Management Association (2015 – Present)

Association of Private Enterprise Education (2014 – Present)

eBusiness Association (eBA) (2013 – Present)

## EDUCATION

### MSc in Economics and Business Administration

#### The University of Chicago

09/2008 – 06/2010

## 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