

# MICHAEL RAO

## Solutions Consultant

📞 270.841.7409

🔗 <https://linkedin.com/in/jmraoo002/>

✉️ [jmichaelrao@gmail.com](mailto:jmichaelrao@gmail.com)

📍 Chicago, IL



## EXPERIENCE

### Sr. Solutions Consultant – Strategic Accounts

Dynamic Signal

03/2021 – Ongoing 📍 Chicago, IL

- Support Sales organization in expanding Dynamic Signal's largest and most complex accounts
- Closed \$1.3 mm ARR in Q1 2021

### Solutions Consultant – Strategic Accounts

Dynamic Signal

10/2018 – 03/2021 📍 Chicago, IL

- Directly Supported Sales team in closing over \$4 mm ACV
- Defined several new processes, including customer transitions to Professional Services and development of competitive playbooks
- Engineer creative solutions to drive product stickiness, including planning and selling the first paycheck and PTO viewer within our platform.
- Partner with Product and Product Marketing to recommend, beta, and deploy new product developments
- Responsible for overseeing new and expanding business for the Midwest US, Canada, and France

### Customer Success Manager - Enterprise

Dynamic Signal

04/2017 – 09/2018 📍 San Francisco, CA & Chicago, IL

- Manage over \$2 million ARR; drove over \$400K in upsell in 2018
- Promoted to CSM from Associate CSM after 10-months
- Own direct customer relationships with cross-departmental, senior-level executives at Fortune 100 and 500 companies internationally
- Partner on strategic initiatives, defining high-level marketing and communications strategy, driving increased value to our customers over long-term relationships
- Oversee technical customizations, including SSO integration, custom URL creation, skinned mobile app builds, and API integrations

### Account Manager | Information Solutions

Mercer

04/2015 – 03/2017 📍 Louisville, KY

### Project Mgr / Implementation Consultant

Epic Systems

2014 – 2015 📍 Verona, WI

## SUMMARY

I am a Solutions Consultant with measurable success in business development and revenue generation. My diverse background has allowed me to take an evidence-based and consultative approach to sales enablement, product solutioning, and relationship management. I have experience performing needs analyses, negotiating complex agreements, and selling, implementing, and managing data solutions, cloud-based software, and professional services.

## EDUCATION

### MBA

University of Louisville

Graduated with Distinction, Full scholarship for research

### BA French Lang. & Literature

Washington University in St. Louis

Minors in Art & Architecture History, English Composition

## PERSONAL

### Awards

Dynamic Signal "2017 Client Whisperer", 2018/2019 Company MVP

### Technology

HTML, CSS, JavaScript, jQuery, node.js, Postman, SFDC, O365

### Also Important

Fluent in French, Proficient in Spanish, Talented Juggler, Decent Climber, 3x Published Author