

CAREER SUMMARY

**Project and Operations Manager • Relationship Manager • Business Development Manager
• Cloud Solutions Consultant • Strategic Accounts Executive • Direct Sales Manager
• Senior Direct Sales Advisor • Direct Sales**

- Experienced technical sales, account management, and marketing leader with a proven track record in nurturing revenue growth, enhancing customer satisfaction, and developing trusted advisor status.
 - Increase MRR for AppRiver's largest franchise-model MSP by 44% and for AppRiver's largest non-standard MSP by 36%.
 - Conceived, designed, and deployed an account reconciliation process for AppRiver's largest partner uncovering \$150,000 in unbilled annual revenue. The process was later utilized for all partner accounts.
 - **Presents a skill set that combines technical sales and marketing leadership with phenomenal customer care.** Specifically interested in meshing these areas of expertise to cultivate and enhance business relationships within existing customer base.
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AREAS OF EXPERTISE

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|------------------------|---------------------------|----------------------|
| ▪ Account Management | ▪ Cross-Selling/Upselling | ▪ Communication |
| ▪ Strategic Planning | ▪ Event Planning | ▪ Inside Sales |
| ▪ Client Relationships | ▪ Customer Success | ▪ Team Collaboration |
| ▪ Presentations | ▪ Negotiations | ▪ Time Management |
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PROFESSIONAL EXPERIENCE

James Nobles Interiors, Pensacola, FL
Boutique international residential interiors design firm

2023-Present

Project and Operations Manager

Ensuring the successful execution of residential design projects while optimizing internal processes including managing project timelines, budgets, and resources.

- Developed and implemented a standardized invoicing process leveraging MS Office to improve accuracy and efficiency, resulting in a reduction in invoicing errors and faster payment cycles.
- Lead cross-functional teams in the seamless execution of interior design projects, demonstrating exceptional project management skills, attention to detail, and a commitment to delivering exceptional customer experiences.

Consilien, LLC, Torrance, CA
California-based Managed Security Services Provider

2022-2023

Relationship Manager

Generate revenue and develop sales opportunities remotely in new and existing accounts by building rapport, uncovering pain points, and providing technical information and explanations.

- Initiated, designed, and implemented HubSpot Sales CRM to manage customer interactions and streamline sales processes.
- Overhauled Security Awareness Training service offering resulting in increased transparency, reporting, and satisfaction for our client decision-makers, and enhancing our client's end-user participation.

VOX Network Solutions, Brisbane, CA

2021-2022

Leading provider of converged voiced and data solutions to corporate enterprises.

Business Development Manager

Recruited to develop and implement lead generation and business development strategies focused on VOX's six fundamental technology practices: Consulting, Contact Center, Collaboration, Network, Security, Managed Services.

- Conception and execution of inbound and outbound lead generation campaigns aligned with the overall Marketing strategy and Sales initiatives.
- Conceived, designed, and implemented VOX's business development sales cadence in ZoomInfo Engage and HubSpot Sales.
- Recognized as ZoomInfo, ZoomInfo Engage, and HubSpot SME and responsible for training and onboarding the sales team on the platforms.

RapidScale, A Cox Business Company, Pensacola, FL

2019-2020

Managed cloud services provider for small to enterprise-level business across multiple industries.

Cloud Solutions Consultant

Drive multi-product cloud sales through Cox Business customers and prospects via multiple channels; including, but not limited to, in-direct sales partners and direct sales engagement activities.

- Devised and executed enablement, development, and coaching sessions with Cox Business sales representatives to identify new opportunities and manage opportunities through the sales funnel.
- Conceived, created, and presented client-focused presentations targeted to technical, government, business, and executive teams.
- Partnered with marketing team to attend and speak at relevant direct and partner events.

AppRiver, Pensacola, FL

2008-2019

Provider of cloud-enabled security and productivity services

Strategic Account Executive • Direct Sales Manager • Senior Direct Sales Advisor • Direct Sales

Promoted from Direct Inside Sales through Strategic Account Management for industry-leading cloud security and productivity company.

- Crafted and formalized the direct sales methodology while transforming a 3-member team into an 8-member powerhouse consistently delivering over half of our yearly sales revenue.
- Excelled at onboarding and shepherding customers throughout their life cycle across a variety of requests including MACD, training, escalation, billing, competitive negotiation.
- Assisted in the planning and delivery of presentations at industry events, fostering the acquisition of new business, enhancing client engagement, and developing external business collaborations.

EDUCATION, TRAINING, AND CERTIFICATIONS

BS, Political Science, Social Science – Florida State University

Certified Customer Success Manager (CCSM) Level 1 – SuccessCoaching (2024)

SMBTO 2022 – Cisco | Meraki Fit Level 1 & Level 2 – Cisco

ZoomInfo SalesOS, ZoomInfo MarketingOS, and ZoomInfo Engage Certified – ZoomInfo

CRM – Sales Enablement Software – Microsoft 365 Productivity Applications
