**ANDRE HARRIS**

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Marietta, Georgia

**PRE-SALES**

Proven Pre-Sales Professional with a **70% close rate** and accomplished communicator with a unique ability to connect with audiences from C-level to individual user, specifically presenting technical concepts to non-technical professionals. We are the expert in solution selling enterprise software, from RFP to win (**deals ranging $500K to $30M**). Experience CRM, E-Marketing and E-Commerce Senior Sales Engineer.

Specialized in the following industries: High Tech, Consumer Products, Retail, Finance and Manufacturing

**PROFESSIONAL EXPERIENCE**

**FST, LLC (Full Source Technology) Technical Sales Manager**

January 2013 to Present

Performed critical CRM software demonstrations to State, Federal customers and prospects.

* Provided custom presentations on the CRM/ERP architecture and products as they apply to the customer/prospect problems and needs.
* Drove and developed the technical sales part of customer engagements
* Established Social CRM objectives, Goals and Key Performance Indicators
* Validated the architecture, use cases, sizing
* Created Change Management Plans for Risk Analysis and Migration approach
* Determined transaction loads, model systems and configure hardware and software systems.
* Trained on best practices, tools, policies and security aspects.
* Main contact person for the implementation of customized solutions

**NCR Corp Senior Pre-Sales Engineer / Solution Architect**

June 2011 to October 2012

Global technology leader providing solutions to the Retail/Hospitality, Financial Services and Travel industry including Ecommerce, Emarketing, and Mobile Solutions.

* Responsible for implementing and help run a GITSS(Global Information Technical Support and Services) and CRM/ERP engagements
* Technical CRM/ERP presentations to C-Level clients, partners, and various organizations
* Alignment to strategic accounts (Lowes, Home Depot, Wal-Mart, and Sprint etc...)
* Prioritized market opportunities, strategies, objectives and goals
* Preparation of Project Proposals, Contract Management and Statements of Work (SOWs)
* Redesign processes, organization and technology to fulfill CRM strategy execution
* Provided a phased plan detailing timeframes and resources for the delivery of the proposed customized CRM solution

**Silverpop (IBM Company) Senior Pre-Sales / Solution Engineer**

July 2008 to Dec 2010

Silverpop’s [Engagement Marketing](http://www.silverpop.com/marketing-products/index.html) suite of Web-based solutions enables companies worldwide to build relationships with customers and prospects through the creation, automation and delivery of relevant online messaging.

My primary responsibility is to provide the sales organization the technical resource necessary to be successful in closing business and helping the company grow. Other responsibilities involve the following:

* Provide product and technology expertise to the Silverpop Sales teams (Regional Sales Managers and Relationship Managers)
* Technical presentations to clients, partners, and various organizations.
* Convey best practices to new and existing customers regarding email deliverability, and standards
* Provide feedback to the engineering group to institute software enhancements and product direction.
* Mentor new System Engineers and Relationship Managers
* Participate in numerous trade shows and conferences.
* Respond to various RFP’s, RFI’s, and technical requests.

**Strongmail Systems Senior Pre-Sales / Solution Architect**

Aug 2006 to June 2008

StrongMail Systems is the leading provider for commercial-grade, on-premise solution for marketing and **transactional email**. My primary responsibility is to provide the sales organization the technical resource necessary to be successful in closing business and helping the company grow.

Other responsibilities involve the following:

* Technical presentations to clients, partners, and various organizations.
* Convey best practices to new and existing customers regarding email deliverability, standards, and other aspects that ensure successful implementation and maintenance of Strongmail.
* Provide feedback to the engineering group to institute software enhancements and product direction.
* Mentor new System engineers
* Responsible for System evaluation training for the System Engineering group
* Participate in numerous trade shows and conferences. Sales Collateral preparation (white papers, case studies and knowledge base application).
* Respond to various RFP’s, RFI’s, and technical requests.
* Design and architect Strongmail installations which require a good understanding of Linux, database technologies such as SQL, Postgres, and Oracle, JAVA, Web Services including XML and SOAP.

**Accucast / Premiere Services Senior Sales Engineer**

May 2004 – April 2006

* Customized sales and technical demonstrations for the E-Marketing Industry
* Developed and managed statement of work (SOW), request for information, request for proposal (RFI/RFP)
* Provide system and design support for businesses migrating in the e-mail infrastructure
* Proof of concept dealing with customer’s data and their relational databases
* Provided technical architecture proposals

**IBM / Siebel CRM Practice Senior Sales Engineer**

Jan’99 – Apr’04

* Customized and presented CRM (Customer Relationship Management) software for existing and prospective clients.
* Proof of concept dealing with customer’s data and their relational databases.
* Reduce customer churn eg: selling costs
* Help to deliver increase leads eg: referrals, cross sell and up selling
* Train CSR in CRM processes: Customer life cycle and knowledge management
* Developed and managed statement of work (SOW), request for information, and request for proposal (RFI/RFP).

**Siebel Systems Inc (ORACLE CORP.) Principle Engineer / Solution Architect**

Oct’ 97 – Jan’99

**Certifications and SUPPORTING COURSEWORK**

**CCNA R&S, Security** **Certified**, **UNIX/LINUX** (Ubuntu, Mint, **IBM-** openSUSE, Ferora, Kali Linux) ValueSelling**,** Solution Selling Methodology, Certified Siebel Systems Enterprise Software, IBM Customer Relationship Management Certification, IBM/Siebel Alliance Core Training, IBM Business Partner XML training, IBM Connectivity, IBM Customer Support Certified, IBM Tech Support Certified, IBM LAN Protocol Certified, Certified Microsoft Visual Basic, Strategic Project Management, Demo to Win

**Hardware/Protocol/Communication**

IBM, Dell, Gateway Servers and Blades, Voice/Data Patch Panels, Cisco (29xx, 37xx switches) Toshiba, Novell (3x, 4x), Ethernet, OSI/TCP/IP Protocols SDLC (Software Development Life Cycle), Wireframing/Prototyping tools ( Omnigraffle, HotGloo, Balsalmiq)

**Software/Training**

Siebel Enterprise: 7.5, Clarify eFront Clear Solution, Sales Force CRM, Citrix XenServer, VMWare vCenter, VMWare Workstation Player, Microsoft Hyper-V, Oracle VitualBox, Visual Basic, Server, Windows XP Professional), Firefox Lotus Notes, Novell (3.x to 4.x) Microsoft Business Applications, VERITAS, Tape ware, Backup Agent for Open Files, Microsoft Terminal Services Client, VPN Cisco Client, HTML, XML/XSL, Adobe Photoshop

**RDBM**

Access, Oracle, Sybase, Informix, Microsoft SQL Server

**EDUCATION**

Information Technology University of New Orleans

**Dear Hiring Executive:**

I am contacting you to explore employment opportunities with your organization. I feel your firm is a growing, progressive concern, which can utilize my talents, and I have enclosed a copy of my resume to provide you with details of my background, education and experience.

You will note that I have extensive experience in sales, technical knowledge and management, which is reinforced by a solid pre and post sales background. I have built a reputation as a reliable and energetic employee who works diligently to ensure quality on whatever project I am involved.

My most distinctive quality, however, is my love for and ability to work effectively with all types of people. I am always able to foster a satisfying working relationship with customers and to find innovative and workable solutions to people's problems. I have an enthusiastic attitude and an overwhelming desire to succeed, which assures my continuing desire to excel on the job.

I welcome the opportunity to meet with you in person and explain why I think my skills and abilities will make me a valuable asset to your team. Please feel free to contact me at your convenience. I am prepared to begin work as soon as possible.

Thank you very much for your time and consideration. I'm looking forward to hearing from you soon.

Sincerely,

**ANDRE’ HARRIS**