

CLIENT NAME

101 Main Street ~ Everytown, Georgia 30000 ~ (555) 123-4567 ~ sample@gmail.com

Sales Engineering Leader

PRODUCT MANAGEMENT / STRATEGIC PLANNING / CLIENT RELATIONS

Innovative and results-driven *Management Consultant* with over 15 years of global experience in the Retail Technology Solutions industry. Specialized in technology integrations, mobile solutions for iOS and Android devices, API Management, Agile Methodology, SaaS solutions, and business development strategies. Proven track record for revising and restructuring teams to increase efficiency for product development timelines. Recognized as a leader capable of training and building high-performance teams while launching critical products, attracting new account bases, and increasing revenue.

CAREER HIGHLIGHTS & ACHIEVEMENTS

- **Developed** and implemented ABC Company's first SaaS Point of Sales platform for the XXX customer base. Successfully launched said platform, which generated \$1.3M in revenue and supported 7K users in its first two years.
 - **Hired**, trained, and led a five-member team in expanding the company merchant base, successfully generating a 271% revenue increase from \$2.4M to \$8.9M in 2019. Provided transparent and professional communication.
 - **Designed** a SaaS-based module that generated over \$431K in monthly subscriptions fees. Provided diverse technology solutions within the portfolio to attract a wide client base.
 - **Supervised** the merging of the Sales Engineering, Technical Account Management, and Certifications teams to create vertically aligned teams. Eliminated redundancies to lower certification time from 120 to 90 days.
 - **Oversaw** a team's transition from a QQ product management approach to an RR approach. Facilitated the 3CPIO certification process for 15 product owners and managers to increase the team's productivity levels.
 - **Led** a combined team of technical support experts in the Sample and Example Certification delivery of over 300 payment integration partners involving Gateways, ISV's, and Hardware Manufacturers.
 - **Implemented** a sharing model within the Xsystem that transformed the business unit and resulted in over \$4M in new revenue over twelve months. Enabled solution partners to improve daily functionality.
 - **Restructured** the Account Maintenance and Onboarding teams to improve operational efficiency. Prioritized process improvement, technology migration, and implementation strategies.
 - **Delivered** compelling presentations on product services to increase client base. Signed over 1,400 restaurants onto the ABC Platform in six months to increase annual revenue by 30%.
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PROFESSIONAL EXPERIENCE

- 2020 – Present **Management Consultant**, ABC Company, Anytown, GA
- Spearhead an initiative to design and build future statement eCommerce payments to replace the current legacy solution. Evaluate progress and identify areas for long-term process improvement.
 - Selected to serve as the Interim VP of Operations for High Risk Payment business, which currently generates \$80M in XYZDA. Oversee the company's operating performance.
 - Develop and oversee an offshore hiring and training strategy in order to further expand the operating capacity of the global "High Risk" business team.
- 2018 – 2020 **VP of Product Management**, DBA Systems, Anytown, GA
- Led a team of three Sales Engineers tasked with supporting the Enterprise Sales teams and providing daily product guidance. Attended to and resolved major client needs efficiently.
 - Supervised the Xsystem team in advancing and supporting an integrated platform that enabled partners to enhance their Point of Sales and Payment functionality with their solutions.
 - Clarified product roles/responsibilities, revised the accountability structures, and prioritized transparency to streamline product releases and increase annual revenue.

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PROFESSIONAL EXPERIENCE (CONTINUED)

2016 – 2018

VP Sales Engineering, Technical Account Management & Certifications, US Inc., Anytown, GA

- Designed two innovative roles to support the Engineering Teams during Pre-Sales, Integration, and Implementation phases of our solution partners onboarding procedures.
- Developed and introduced new Key Performance Indicators to track the overall health of the Certification program. Emphasized consistent and integrated experiences.
- Provided insight and clarity for key organizational stakeholders in Sales, Executive Leadership, and External Partners/Clients on operational processes and updated management tools.

2015 – 2016

Director of Sales Engineer & Certifications, US Inc., Anytown, GA

- Supervised a team of six sales engineers, seven technical account managers and 30 certification engineers. Led team to close over 50% of strategic partnership opportunities.
- Analyzed market trends to structure teams capable of operationalizing completed partner integrations. Generated over \$10M in revenue from strengthened client relationships.
- Established, outlined, and distributed a new sales engineering position. Designed a model readily available for global implementation.

2014 – 2015

Director of Integrations & Channel Development, The Corporation, Anytown, GA

- Created an integration and channel development team from the ground up. Trained and oversaw five team members in producing five new sales channels, generating a 25% revenue increase.
- Assisted sales channels in making informed decisions about available products. Pivoted Y Corporation from the X POS Solution to the core ABC platform.
- Established and implemented a mitigation strategy to reduce potential fraud by \$100K each quarter. Tracked the successful adoption of the mitigation strategy at a companywide level.

2012 – 2014

Senior Product Manager, ABC, Atlanta, GA

- Oversaw a team of product managers while providing strategic direction for the initial version of the ABC Z product suite. Supervised the implementation of new modules and products.
- Gathered and synthesized product evidence from benchmarks, case studies, and testimonials to deliver exemplary service and increase awareness within the managerial team.

2008 – 2012

Senior Product Manager, Takeout & Guest Manager, Anytown, GA

- Supervised a team of 10 analysts, engineers, and QA teams in support current and prospective clients. Provided mentorship and supported individual career development plans.
- Implemented product pricing strategies to offer competitive advantages and increased economic value to clients. Coordinated product release content and timelines for partners and clients.

EDUCATION

A.A. in Communications, Community College, Today, FL

CERTIFICATES

Certified Scrum Product Owner

REFERENCES

Available upon request